Updated Proposal for Comprehensive Solutions

Computer-Aided Dispatch

Automatic Vehicle Location System (CAD/AVL) System

CITY OF SAN LUIS OBISPO

By:	Connexionz
Date Submitted:	9th of October 2025

connexionz
SMARTER TRANSIT SOLUTIONS

Connexionz Limited
27720 Avenue Scott
Unit 190
Santa Clarita CA, 91355
United States
www.connexionz.com

October 9, 2025

City of San Luis Obispo Transit
Attn: Alex Fuchs
Mobility Services Manager
1260 Chorro St
San Luis Obispo, CA 93401

Dear Alex,

Thanks for Dear Alex,

Thanks for the opportunity to consider your request for improved Transit Technology, and for answering all questions we had during our meetings with you and Jesse Stanley. You have been quite accommodating to us, and we very much appreciate your continued efforts.

As a result – the pages below show our updated proposal to you for CAD/AVL at the City of San Luis Obispo Transit, with solutions and support for a five-year timeframe.

You seek to provide the most reliable, effective, and accessible public transport choices to enhance the quality of life for your patrons at SLO - now and for years to come. And at Connexionz – we look forward to being your trusted partner to meet and build upon those goals.

Your requirements include the solutions listed below, and we aim to deliver:

- CAD/AVL – Including Route Planning
- On-Site & Dependable Product Training
- Strategic Integration with Key Current and Future Bus Technology
- Easy Customer/End User Interaction
- Business Intelligence Reporting
- APC Integration & UTA APC Certification
- Easy & Accurate GTFS & GTFS-RT
- 24/7/365 Vital Support & Maintenance

Easy to use Agency Branded Patron Website

- On-bus Integrations and Passenger Wi-Fi
- Rider SMS
- Rapid Implementation – On Time/On Budget

Our Value Proposition – Transit Technology Excellence

What sets us apart is our extensive experience and the unique features of our system. We have provided CAD/AVL Intelligent Transport Systems for going on nearly 30 years. Currently, 30+ clients utilize the proposed products and services we are offering you, including your neighbors at SLORTA.

Our objective in providing this response is to demonstrate how Connexionz is uniquely qualified to be your best partner and detail how we will make this project a success and your vision a reality. Our solution is anchored in technology excellence.

Technology Excellence – During the Initial Project and for Years to Come

> Together with your leadership, Connexionz will explore your needs, goals, and unique challenges, laying the foundation for a strong working relationship.
>
> During the project, our Project Manager and Customer Success Team will work closely with you daily. We will also coordinate a team of qualified and experienced technicians to manage your deployment.

On behalf of Connexionz, I would like to thank everyone at the City of San Luis Obispo for the opportunity to begin this project.

Sincerely,

Patrick O'Donnell
Head of Sales – North America
Tel: (712) 242-8688
patrick.odonnell@connexionz.com

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Executive Summary

San Luis Obispo Transit in the Past – SLO Transit Now

Over the last several decades, SLO Transit has grown and adapted to changes in the urban and other regions near your agency. Names have changed, organizations may have merged, and technologies have evolved. However, throughout the years, your mission and the results of your efforts have remained steady, and you have provided the best transportation services to your community.

Our purpose is rooted in nearly 30 years of expertise in implementing Intelligent Transportation Systems (ITS) around the world for all our Transit Agency clients, ensuring the best possible transit technology.

We pride ourselves on two key differentiators, and we will highlight these in our response: long-standing customer relationships that have been renewed multiple times, and our ability to integrate seamlessly with third-party hardware and software. We achieve this with leading-edge Bus Dispatch, Operations Platforms, and Passenger Experience Solutions - all in the Cloud.

Technology Now – Technology in the Future

What we are offering you is a true partnership now and for many years to come. We will be showing the effectiveness of our Connexionz Core Solutions in the specific areas of your requirements right now. And we will provide references, especially from nearby California agencies who have been long-standing clients of Connexionz. The first of which will be your neighbors at San Luis Obispo Regional Transit Authority – SLORTA.

These California references, along with others, will note how our platform performance has expanded over the years to include enhanced Passenger Experience solutions, both onboard and at Transit Centers. Additionally, these references demonstrate how our solutions simplify and enhance their FTA-required reporting and transit planning.

Some of these functionalities you need immediately – and others will be coming along later, with your strategic direction and initiative. We will demonstrate that we are the partner you will thrive with, both now and for years to come – doing it with our people, who will work closely with you daily!

> *"The Connexionz X-Factor is the personal touch that you get. I mean, I can literally talk to the COO if I need, or anyone else who's working for Connexionz. You build up a personal relationship with people – I think that says a lot about the company that they have kept a lot of the same employees over the years and that really helps.*
>
> *I mean, these people, you feel as much as a friend, as a colleague, and you know that again gives you the confidence that whatever issues you might have during the day, they're going to help you, and they're really invested in making this system work. You're not just one of 1000 other companies. You feel like they're focusing on you and helping you be the best transit agency you can.*
>
> - Tim Bates, Transit Coordinator, Corvallis Transit System

Passenger Counters Ready to Work Correctly – Immediately!

As part of our research, you mentioned your challenges with your passenger counters. We all know the importance of proper Passenger Counting. You have a strategic commitment to ensuring robust and accurate Passenger Counts for planning, reporting, and strategic direction.

Our experience shows that your current APCs could be working just fine, and at the very least may need some calibration. But once our CAD/AVL is in place – with our impeccable data and data matchups utilizing our Medius - Your need for new APCs could be reduced or even eliminated. – Let's figure it out together.

As part of our initial project – we will help you come to terms with what is truly needed in the APC category. Our clients tell us that our data and the APCs are vital as the "secret sauce" of their reporting and planning.

Above All – Improving the Passenger Experience

Our position for SLO Transit, is we believe the best way to invest in technology is by focusing on improving the passenger experience. All other aspects of the Bus Operations line up effectively if we work toward this primary goal. What does this mean for you?

- Real-Time GPS Tracking, Dispatch & AVL.
- Out of the Box - GTFS & GTFS-RT Feeds – RELIABLE & ACCURATE! (Or what's the point?).
- This ACCURACY allows for Advanced Reporting & Business Intelligence Reporting Tools.
- 24/7/365 Support and Maintenance.
- And – Committed Support for the City of San Luis Obispo Future Transit Vision and Planning
- The proposal includes several described "options" – to be priced later as interest warrants.

We invite you to speak with our friends at SLORTA.

The Bus Operations Group at San Luis Obispo Regional Transit Authority have been wonderful partners with Connexionz for several years. Since their first adoption of the Connexionz Platform, we have engaged together in many projects, from technology enhancements, to outfitting new Gillig Buses - all of which are similar in scope to your mentioned opportunities.

We know that Omar McPherson and his colleagues will be able to provide strong insight regarding our levels of service and strength in technology. We invite you to call him and ask his opinion about Connexionz, and what we have done for them, and what we can do for you.

We are looking to be a trusted partner for you, just like with SLORTA. We look to earn this trust and look forward to next steps with you at the City of SLO Transit.

About Connexionz

Corporate/Agency Profile

Legal Information	Connexionz LTD 27720 Avenue Scott – Unit 190 Santa Clarita CA 91355 661-451-1005
Type of Entity	Public Corporation – Registered in California
Contact Information	Patrick O'Donnell – Head of Sales 712-242-8688

History of Company

Overview and History of Connexionz

Connexionz is a limited liability company registered in the United States. Established in 1996, Connexionz has nearly 30 years of experience delivering global CAD/AVL Intelligent Transportation Systems (ITS). Our primary focus has always been making a valuable difference to small and medium agencies across the USA.

Number of Employees Involved	Between ten and twenty depending on project timeline
Years in Service	Connexionz has served Transit Agencies for nearly 30 Years
Examples of Completed Projects	Some examples will be listed in this section below
Skill Sets – Licensing, etc.	Skill sets are included as part of project examples

We design, deliver, and support global end-to-end CAD/AVL Intelligent Transportation Systems solutions for public transportation agencies to improve performance and productivity. In addition, we offer specialized expertise in Bus Transit Center Management and Business Intelligence to support strategic, long-range technology planning.

Connexionz Qualifications

We have built an incredible team of dedicated hardware and software engineers, project managers, and field technicians to ensure successful project deployment with unparalleled service and support.

We design, deliver, and support end-to-end ITS solutions for transportation providers like yourself. Our cloud-based solutions mean that our system will evolve as new features are added, giving you flexibility should you wish to adopt them.

> *"Connexionz took our wants and ideas and developed them into a multi-faceted project that includes Automatic Vehicle Location Tracking, an Electronic Farebox, an Automated Passenger Counter, a Camera System, a Mobile App, and more.*
>
> *So, whether it is a larger project like ours or a more specific project that you might like information about, I highly recommend them".*

- Linuel Wilhoite, Transit Director, Pigeon Forge Mass Transit - TN.

Longstanding Relationships & Successful Integrations

As previously highlighted, our two key differentiators are: long-standing customer relationships that have been renewed multiple times, and our ability to successfully integrate with third-party hardware and software. In the Executive Summary, we highlighted our relationship with SLORTA. And there are several others.

For instance, we have proudly served Pasadena Transit in the greater Los Angeles area since 2012. Nearby, Santa Clarita Transit has been a valued client for over 16 years. To the North, Tri-Delta Transit has partnered with us for nearly two decades. These are just a few examples that reflect the depth and longevity of our client partnerships.

With our client, SolTrans, located near California's Bay Area, we have not only implemented our comprehensive CAD/AVL platform, but have also integrated a range of technologies aimed at enhancing passenger experience. These enhancements have been developed and deployed over time in partnership with our client's needs and requests. Here are just some key integrations:

- Fare Collections.
- Video Surveillance Systems.
- Onboard Video Signage.
- Transit Center Signage.
- Automated Passenger Counting – with NTD Certification Reporting.
- Business Intelligence Reporting Tools – and more examples, depending on the agency.
- Smart Transit Centers.

Flexibility

We recognize that each project is unique, so we work closely with clients to tailor solutions that align with their goals and constraints. Whether adapting to changing requirements or integrating with existing systems, we excel at finding innovative and flexible solutions to meet our clients' needs.

Reliability

Clients rely on us to deliver robust, dependable solutions that meet their needs. This reliability stems from our commitment to rigorous testing, quality assurance protocols, and timely proactive support, which ensure that our products and services consistently perform at the highest level.

> *" We have used Connexionz for many years now and we are very happy with the service we've gotten. One word to describe my experience with Connexionz would be reliability because all the other bells and whistles are terrific, but none of that works unless the system works, and it does, it works 99.99% of the time. I just can't imagine going back to a world in which we didn't have Connexionz services."*

- Tim Bates, Transit Coordinator, City of Corvallis

Support and Training

In ALL of our projects, our support is second to none.

From the outset of our first project, and ongoing, we offer online and phone support 24 Hours a Day and 7 Days a Week, so customers can get assistance at any time. Additionally, our Santa Clarita office is located within a short drive from SLO – and one of our key client partners, SLORTA is in the same city, ensuring that on-site support is readily accessible whenever needed.

> *"From the initial setup to ongoing support, Connexionz has proven to be a true partner in ensuring our transit schedules are accurate and up to date... they have consistently demonstrated their expertise, reliability, and dedication to our success. Their knowledgeable team is always available to address any questions or concerns, providing swift and effective solutions that keep our operations running smoothly."*

- Vincent Tamuzza, Director of Information Systems, NY Waterway

Our Core system platform and helpdesk have built-in training documentation and videos to help users help themselves. And by providing remote training built into our support program, we provide both in-person and on-site training on a time and materials basis if required.

24/7/365 Technical Support: A dedicated Customer Success Team ensures immediate assistance and troubleshooting.

On-site and Remote Training: Customized training programs for dispatchers, administrators, and operators, including access to an online support portal.

Proactive System Maintenance: Regular software updates, system monitoring, performance optimization, and yearly on-site preventative maintenance to ensure smooth operations.

On-Time and Within Budget

The company's project management processes are tuned to ensure efficient execution and timely delivery. With a focus on clear communication, proactive problem-solving, and diligent planning, our team consistently meets or exceeds project deadlines, earning the trust and satisfaction of our customers.

Proven Experience & Reliability – Examples of Completed Projects

Connexionz has an extensive track record of successfully deploying CAD/AVL systems for public transit agencies. Recent projects completed include:

- Apple Country Public Transit: Delivered a cloud-hosted ITS platform supporting CAD, bus stops, route & schedule management, reporting tools to provide analysis on key transit metrics, GTFS static & real-time data feeds, and real-time rider public website & mobile applications. Onboard functionality supporting real-time AVL.
- WAVE Transit – Cape Fear Public Transportation Authority: Delivered a cloud-hosted ITS platform supporting CAD, bus stops, route & schedule management, reporting tools to provide analysis on key transit metrics, GTFS static & real-time data feeds, and real-time rider public website & mobile applications. Onboard functionality supporting real-time AVL,

headsign integration, next LED integration, AVA, engine diagnostics & fuel usage integration, and driver MDTs.

- Broome County (BC Transit): Delivered a cloud-hosted ITS platform supporting CAD, bus stops, route & schedule management, reporting tools to provide analysis on key transit metrics, GTFS static & real-time data feeds, and real-time rider public website & mobile applications. Onboard functionality supporting real-time AVL.
- Solano County Transit - CA (SolTrans): Delivered a cloud-hosted ITS platform supporting CAD, bus stops, route & schedule management, reporting tools to provide analysis on key transit metrics, GTFS static & real-time data feeds, and real-time rider 3rd party mobile application integration. Onboard functionality supporting real-time AVL, headsign integration, next LED integration, AVA, engine diagnostics integration, driver MDTs, LCD infotainment, and APC integration. Streetside interchange functionality supporting ETA signage, and bus in-bay arrival signage & audible announcements.

Experienced Team with Highlighted Skills

Our proposed team for this project is highly skilled professionals with extensive experience in ITS and transportation management systems. Their depth of experience, both as a prime contractor and in collaboration with other consultants, ensures we can execute this project successfully.

We are committed to bringing innovative solutions to your organization, and we are backed by the reliability and expertise that have defined Connexionz as a leader in the ITS and fleet management sectors.

Here are just some of the folks who will be working with you daily:

- Vaughan Keenan I Chief Operating Officer: Years of experience leading large-scale ITS and transport network projects.
- Hugo Valdovinos I Account Manager: Years of experience working in public transit operations environments and supporting complex ITS platforms.
- Marcos Mendez I Field and Support Technician: Experienced in deploying and maintaining hardware and software systems in live operational transit environments.
- Tomas Hedman I Technical Manager: Specialist in hardware integration, with expertise in fleet management systems and transit operations.

Our Pledge is Resolute - We Offer Confidence

Connexionz is confident that our CAD/AVL solution will provide the City of SLO with a future-ready, scalable, and cost-effective system to enhance operational efficiency and improve passenger experience. We will meet all of your requirements, and as you requested, we are confident that you will go live – in perfect harmony with your agency's mission and goals.

But we believe even more than that - like all of our customers, you will trust our GTFS Accuracy. Like our experience with different Technology Partners, like future Camera System Upgrades and figuring out the best strategies with your APC situation - you will trust our work ethic and opportunity management. And like our strong relationship with your neighbors at SLORTA, you will have confidence in our data and our platform.

Not only will we meet and exceed your requirements, but we will also work every day to earn your trust and confidence. We have done this for nearly thirty years. This is our commitment, and we ask for the opportunity to earn your trust.

Overview of Our Solution

Hardware – Onboard Platform Deliverables

Medius Vehicle Logic Unit (VLU)

The Medius Vehicle Logic Unit (VLU) is Connexionz's ruggedized onboard hardware that powers the passenger experience and CAD/AVL ITS systems. It supports remote diagnostics, over-the-air updates, and integration with all onboard systems.

For your project, the proposal is to integrate the following onboard features:

- GPS.
- Audible Announcements (AVAS).
- Destination Signs/Headsigns.
- Cellular Router Kit (Replacement & Integration with Existing).
- Automatic Passenger Counter (APCs) Integration.
- Next Stop Sign Integration.

The Medius is designed for durability, low maintenance, and easy serviceability in transit environments. Connexionz takes a collaborative and flexible approach, tailoring solutions and implementation strategies to each client's unique goals and constraints. We specialize in adapting to changing requirements and integrating with existing systems, delivering innovative, client-focused solutions.

Our system is designed with scalability in mind, enabling seamless adaptation to fleet expansion or reduction. Future enhancements can be easily integrated, typically requiring only the installation of additional cabling and the procurement of supplementary licenses. Below are some functionalities that come out of the box with the Medius.

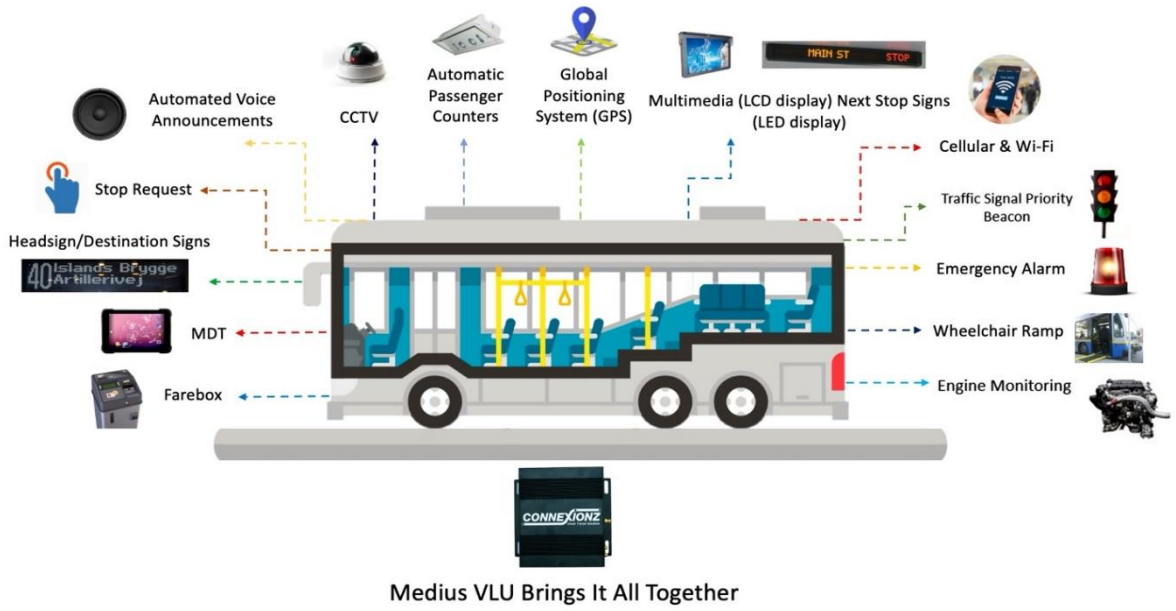


Image - The image above shows the integrations available that come out of the box with the Medius.

Automated Voice Annunciation (AVA)

The Medius integrates with your existing vehicle speakers to trigger location-based audible automatic vehicle announcements via a text-to-speech engine, synchronizing them with visual announcements. Automated Voice Annunciation includes:

- Internal Announcements:
    - Trip Commencement – trip commencement announcements are made before a vehicle leaves the trip terminus and announces: <route number> to <destination> [via <list of secondary destinations>] and [<route extension>].
    - Next stop – next stop announcements are made as a vehicle leaves a stop and announces: Next stop <stop name>.
    - Arriving at – arriving at announcements are made when a vehicle reaches a configurable distance from a stop and announces: Arriving at <stop name>
    - Stop Request Arriving at – stop request arriving at announcements are made when a rider triggers a stop request, and the vehicle reaches the stop trigger zone and announces: Arriving at <stop name>.
    - Connection announcements – connection announcements are made at stops that serve more than one route if the schedule indicates that a connection can be made and announces: Connecting to <Route1> <Route2>.
    - Last stop – last stop announcements are made when the arrival point of the last stop on a trip is triggered and will announce the last stop announcement configured for the system, e.g., this is the last stop.
    - Service alerts and passenger announcements – service alerts and passenger announcements are made at timepoints when a vehicle is stationary.
- External Announcements:
    - Route and destination – route and destination announcements are made at every stop when the system considers the vehicle "stationary" and will announce: <Route> <Destination>.

All internal and external announcements are configured in the Route Planner application and automatically downloaded to each vehicle's Medius unit, except for Service Alerts and Passenger Announcements, which are sent in real time via the Publisher application.

Key features include:

- Text-to-speech support.
- Phonetic tuning to match local pronunciation.

Destination Signs/Headsigns

The Medius system integrates with J1708 destination signs, allowing automatic control of sign text via destination codes. Key features include:

- Route Planner geofences stops and triggers automatic Headsign changes at the start of a trip, and during a trip as the vehicle traverses a route.
- A default "Not In Service" message is set if the vehicle isn't ready for the next trip.

- For successful deployment, signs must be enabled for integration and preconfigured with consistent destination codes across the fleet.
- If duress alarm integration is enabled, the Medius can integrate with the Headsign emergency switch to automatically set an emergency destination code to appear on the exterior Headsigns when the Covert/Duress button is pressed.

Cellular Router

As part of the project, buses will be equipped with Pepwave MAX BR1 Mini Cat 7 LTE Advanced routers, offering transit-grade cellular connectivity for Connexionz systems. Key features include:

- Durable metal housing and redundant SIM slots with automatic switching.
- DC or terminal block power support and remote management.
- Provides a cellular gateway for both vehicle systems and passenger Wi-Fi connectivity via a single SIM and cellular plan.

Passenger Onboard Wi-Fi

Connexionz will configure and support the Pepwave cellular routers it provides, along with the two existing Cradlepoint routers owned by the City of San Luis Obispo. These will be equipped with our standard 3-in-1 antenna, which delivers an open Wi-Fi SSID for passenger internet access.

Routers will be configured to use OpenDNS's free content filtering service, which helps ensure that internet access remains appropriate for public use. This approach is commonly adopted by our transit customers. If more advanced filtering is required, Connexionz recommends that the agency consult its cellular data provider, many of whom offer enhanced filtering and blacklist services.

We strongly recommend using unlimited cellular data plans for passenger Wi-Fi to prevent unexpected overage charges.

Automatic Passenger Counters (APCs)

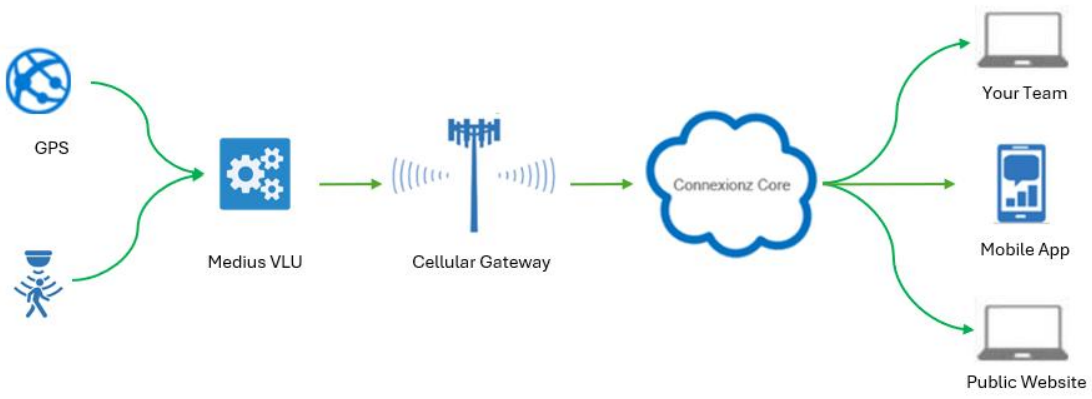


Image – Connexionz Automatic Passenger Counting (APC) system.

We have extensive experience with Iris and Hella APC sensors and have found them to be highly accurate and reliable when properly calibrated and integrated with our Medius VLU and Core system. We understand your concerns regarding the quality of APC data currently received from your CAD/AVL provider. However, we are confident in our ability to integrate with your existing sensors and

provide accurate and reliable data. If required, this data can also be certified for NTD reporting – please refer to the relevant section later in this proposal for more details.

The Medius VLU integrates with Iris and Hella APC sensors, as well as GPS data, which it stores and forwards to Connexionz Core via the cellular router and gateway. Your data is not lost if cellular communications are disrupted.

Connexionz Core processes all APC data nightly, from buses with a known completed service, making it available to UTA and accessible via the Insights module.

Next Stop Sign Integration

The Medius integrates with J1708 Next Stop LED signs to trigger location-based visual automatic vehicle announcements and synchronizes them with the audible automatic vehicle announcements.

The Next Stop LED signs provide visual announcements for:

- Trip Commencement –trip commencement announcements are made as a vehicle leaves the trip terminus and announces: <route number> to <destination> [via <list of secondary destinations>] and [<route extension>].
- Next stop – next stop announcements are made as a vehicle leaves a stop and announces: Next stop <stop name>.
- Arriving at – arriving at announcements are made when a vehicle reaches a configurable distance from a stop and announces: Arriving at <stop name>.
- Stop Request– stop request announcements are made when a rider triggers a stop request, and the vehicle reaches the stop trigger zone and announces (if the option is selected): Stop Requested.
- Connection announcements – connection announcements are made at stops that serve more than one route if the schedule indicates that a connection can be made and announces: Connecting to <Route1> <Route2>.
- Last stop – last stop announcements are made when the arrival point of the last stop on a trip is triggered and will announce: the last stop announcement configured for the system e.g. this is the last stop.
- Service alerts and passenger announcements – service alerts and passenger announcements are made on arrival at a stop timepoint (message size limits apply).

All Next Stop sign announcements are configured within the Route Planner application and automatically downloaded onto the Medius on each vehicle when required. The only exception to this is Service Alerts and Passenger Announcements, which are transmitted in real-time from the Core Publisher application if the “Vehicle” destination is selected.

When installing new Next Stop Signs, we conduct a vehicle survey to determine optimal mounting locations that ensure maximum visibility for riders.

Software – Platform Deliverables

Overview of the Connexionz Integrated System

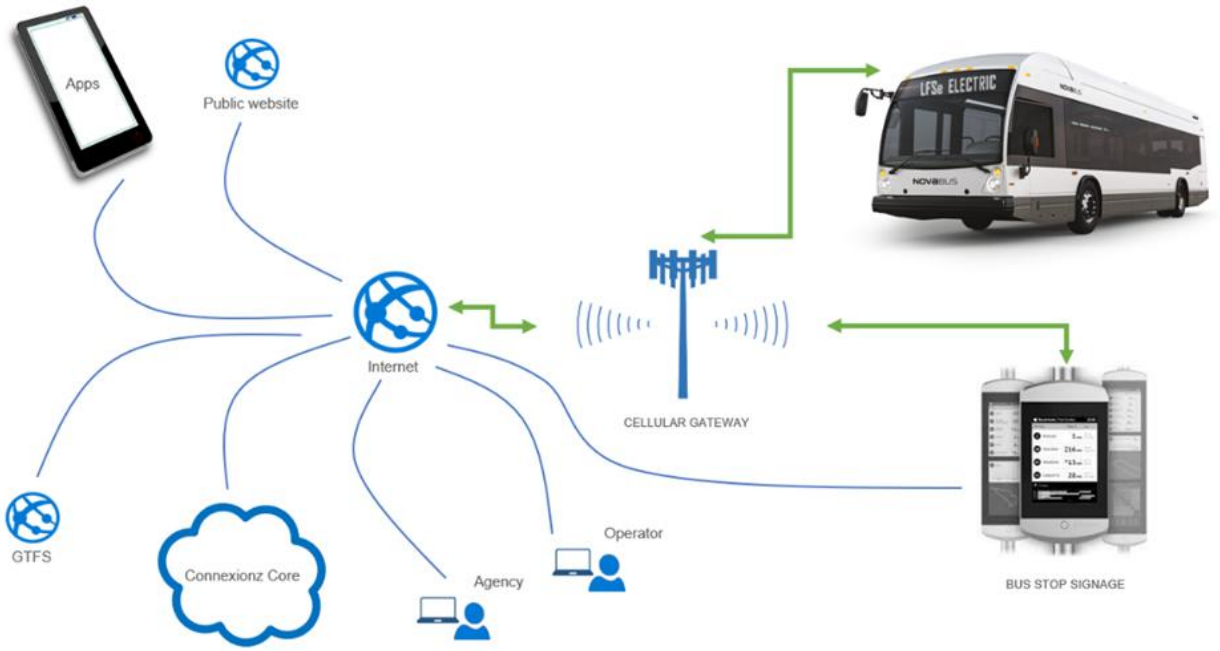


Image - Overview of the Connexionz Integrated Transit System.

Our Fixed Route Computer-Aided Dispatch (CAD) & Automatic Vehicle Location (AVL) Intelligent Transportation System (ITS) is cloud-based. It enables you to monitor and manage your operations easily, anywhere, anytime.

We produce and use highly accurate GPS data to let you know where your vehicles have been, where they are, and where they will be in the future. This forms the foundation for an improved onboard and passenger experience, offering the essential tools and services to design, implement, and manage new services. It ensures smooth operations, keeps everyone informed about performance, and empowers riders to plan and manage their journeys with confidence.

Our customers provide over 32 million trips per year on land and water. Being cloud-based means you always have the latest features you've selected without paying extra.

Connexionz Core

Connexionz Core is a cloud-hosted solution for ITS applications, including:

- Route Planner.
- Dispatch.
- Schedule Import.
- Service Calendar.
- Publisher.
- Driver Manager.
- Insights.
- Admin Center.
- Notify.

Users are granted secure access to the Connexionz Core portal via a dedicated URL, protected by two-factor authentication (2FA) to ensure robust security. The portal is accessible from any web-enabled device, providing users with convenient and flexible access to the system.

Access permissions are role-based, meaning each user is assigned specific capabilities aligned with their responsibilities. This ensures users operate strictly within the boundaries of their designated roles, maintaining both system integrity and operational efficiency.

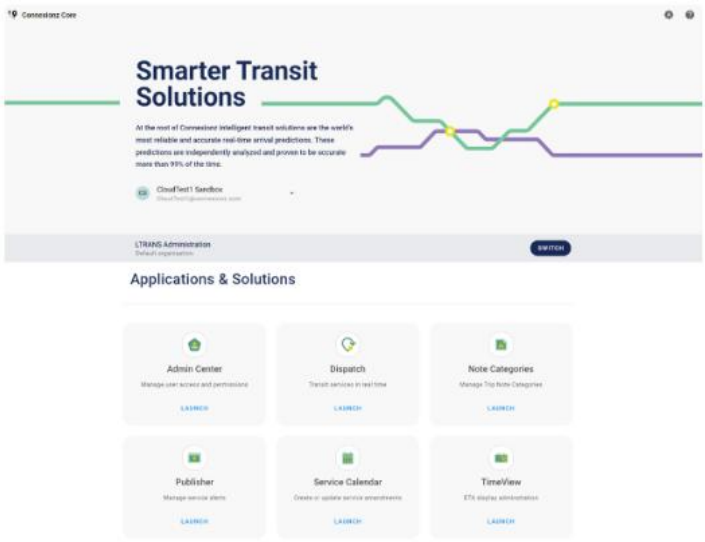


Image - Connexionz Core ITS portal home screen.

Connexionz Core - Route Planner

The Connexionz Route Planner is cloud-hosted and available via an Azure web application. Route Planner provides your team with a visual map-based interface to simplify the management of your route network and provides tools to:

- Update existing stops and routes.
- Configure real-time detours.
- Create new stops and routes.
- Configure location-based audio and visual announcements.
- Configure destination codes to set head signs.
- Configure public information network stop-specific destination titles.
- Creates route driver turn-by-turn run sheets/driver paddles.
- Configure fare zones and fares for GTFS and farebox integrations.
- Configure GTFS, GTFS-RT feeds, and 3rd party feeds.
- Configure route colors.

GTFS and GTFS-RT data are automatically updated to reflect system changes, e.g., route, schedule, and service calendar.

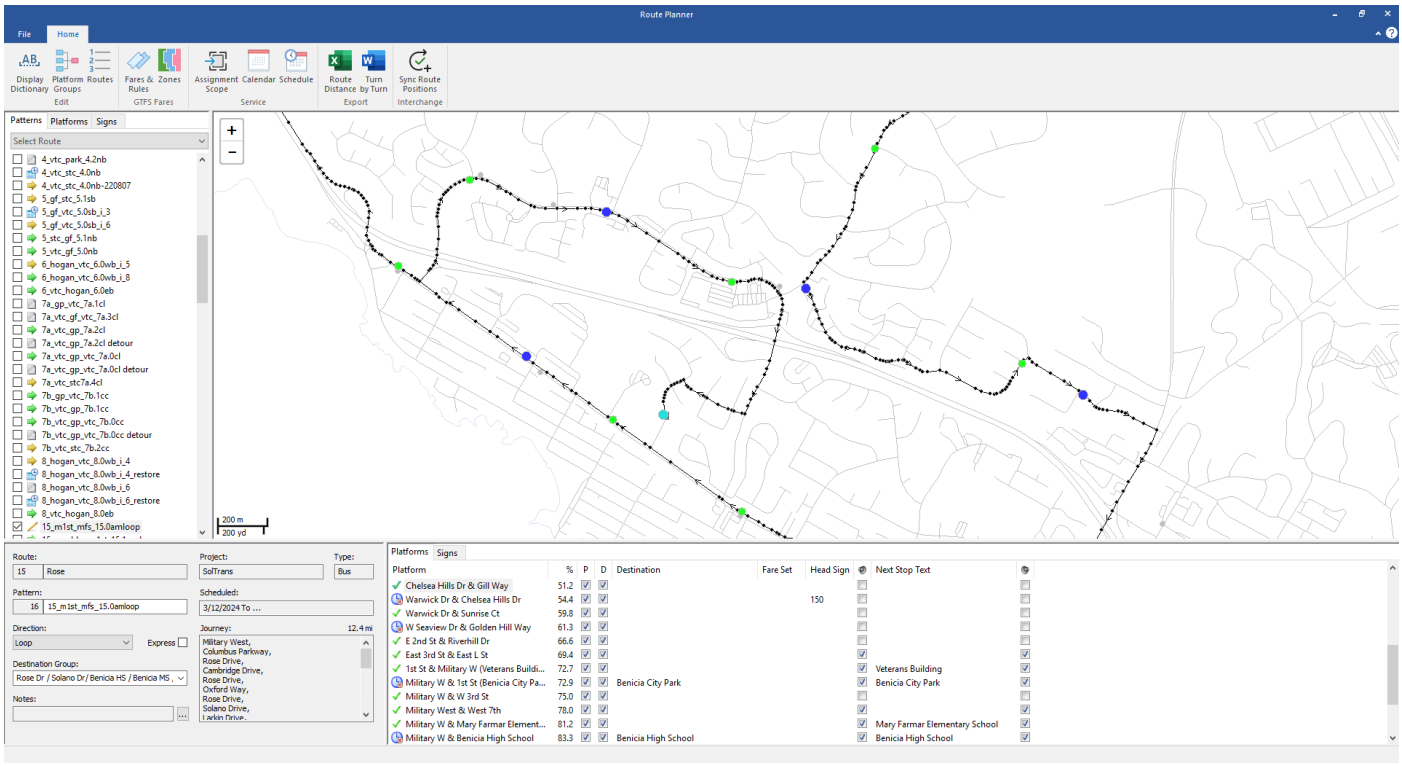


Image - Screenshot of our Route Planner Application.

PLEASE NOTE: For optimal operation, we recommend a “stop survey” to capture accurate stop GPS coordinates if you don’t already have this data available.

Connexionz Core - Dispatch

Dispatch allows system users to review real-time operations and replay historical data. A web-based software that enables Dispatchers to accurately monitor and manage fleet activity in real-time.

Monitoring	Monitor all fleet operations in real-time. Monitor headway times - vehicle loop routes. Monitor alerts and alarms from the onboard system. Filter trips that might be late, early, or off route.
Tracking	View vehicle position, speed, and on-time performance. View by individual vehicles or stops, by trip, by route, or entire. Fleet management. View vehicle duress alarm events.
Management	Assign vehicles to routes, blocks, trips, etc. Write trip notes for audit purposes and incident reporting.
Messaging	Pre-defined and ad-hoc text messaging to Mobile Data Terminals (MDTs). Respond to on-time performance, off-route activity, and covert alarm incidents.
Analysis Data Integration	View and generate a wide array of system analysis reports. Audit trip exceptions and notes, and conditionally accept the documented cause/s. Review On Time Performance (OTP).

Supervisory, management, and operator staff can access dispatch when on the road via any cellular broadband network-connected mobile device with a large enough screen or monitor operations.

Information is displayed in tabular and map views and can be configured to suit the specific dispatcher or supervisor using the program. All vehicles, whether fixed-route, demand response, or support vehicles are shown on the map, while more detailed information on fixed-route trips appears in a “list” view.

Dispatch provides useful real-time and historical information to help you effectively manage your operations and answer questions and queries about your services.

Some examples of System Data Collected:

- Vehicle block and trip assignments.
- Vehicle locations (on route, off-rout, dead-head, vehicle depot).
- Vehicle trip speed and passenger loads.
- Trip exceptions.
- Schedule adherence.
- Driver login/log-off.
- Driver messages.
- Vehicle duress alarms (if option selected).

➢ Screen Overview and Navigation

When the Dispatch application is opened, the screen defaults on the current day's activities. The initial entry screen is divided into panels, with a ribbon at the top and three panels underneath.

Menu – Access to areas the Dispatch user needs to monitor and update transit information.

List Pane – Displays information that relates to the menu option selection.

Map View – A geographical representation of either active trips, routes, or vehicles.

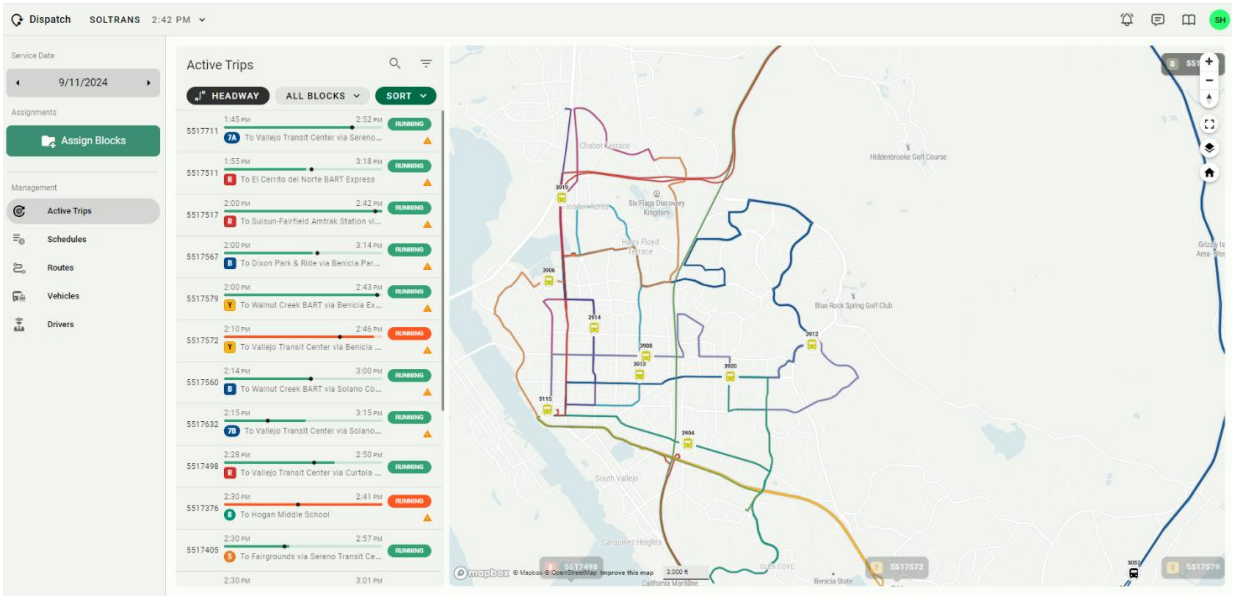


Image - Screen overview and navigation in Dispatch.

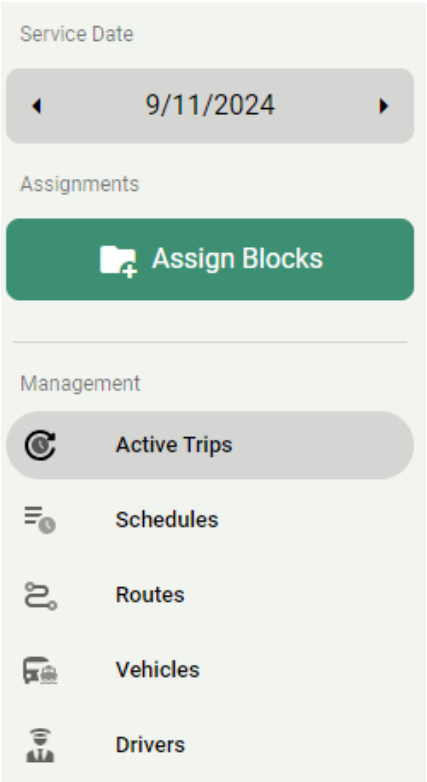


Figure 9. Menu Pane close-up.

Menu Pane:

Service Date – Navigation between past, present, and future trips.

Blocks – The user can assign a specific block (group of trips) to a vehicle. This feature allows access to specific trip assignment activities (assign trip, create assist trip, unassign block, cancel, and unassign trip).

Active Trips – Real-time list of active trips.

Schedules – List of all trips scheduled for the service date being viewed. The schedule list buttons (dense or timeline) allow the dispatch user to arrange the view to suit themselves.

Routes – List of all routes and related trips for the day.

Vehicles – List of all vehicles with the current tracking status, including fixed route and tracking only admin vehicles

Drivers – Lists drivers with their status (logged on, on a break, etc.).

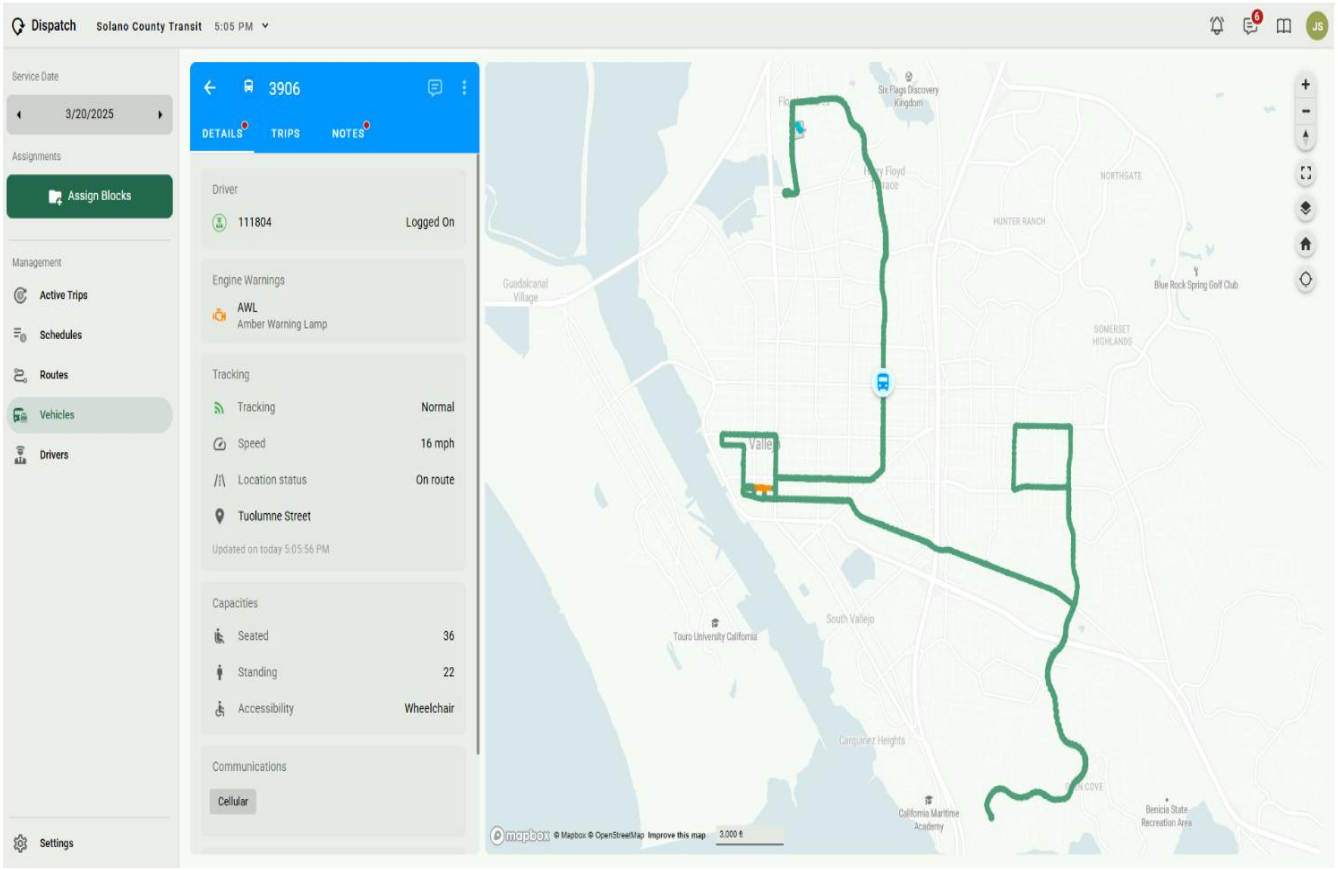


Image - A screenshot of fixed route vehicles.

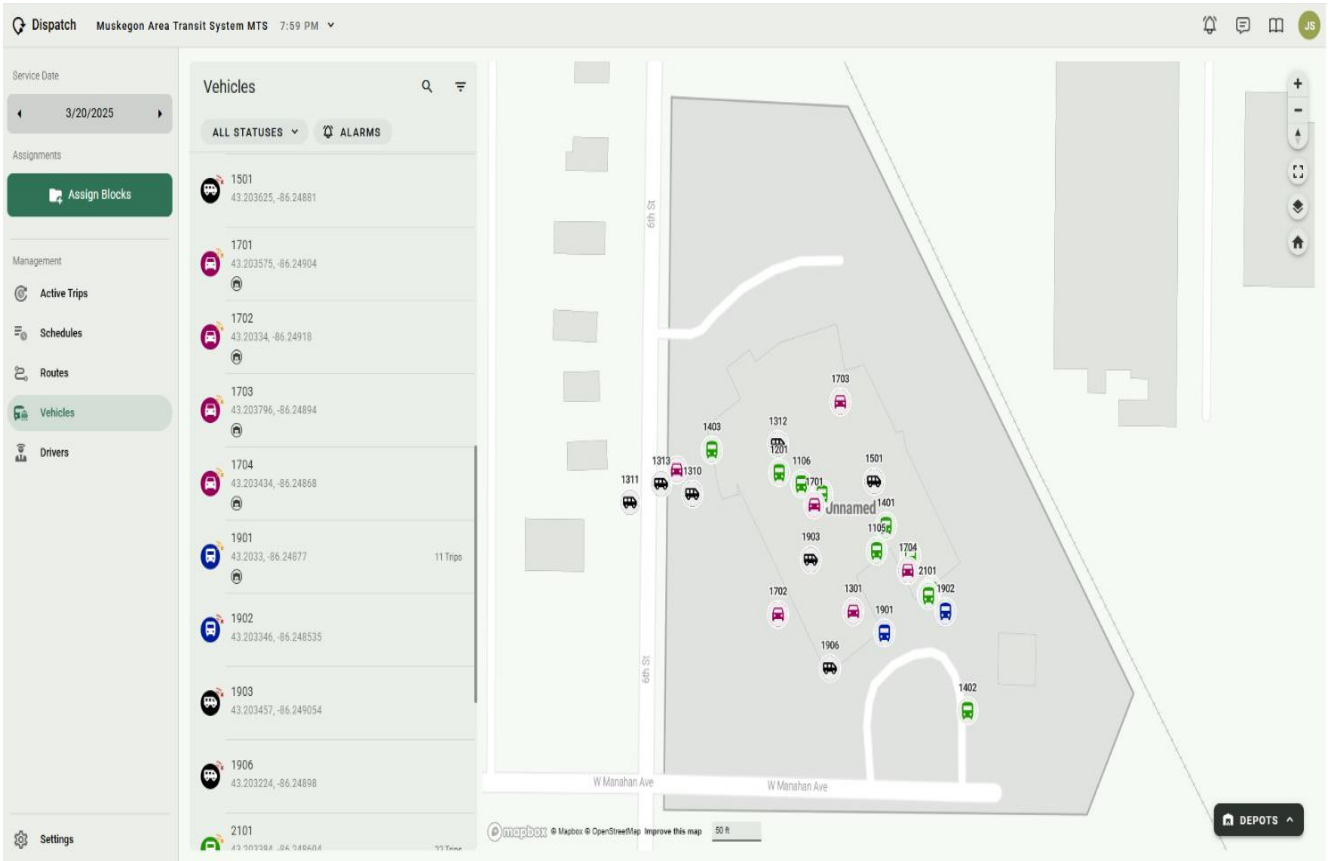


Image - Tracking a Depot - Image illustrating depot view.

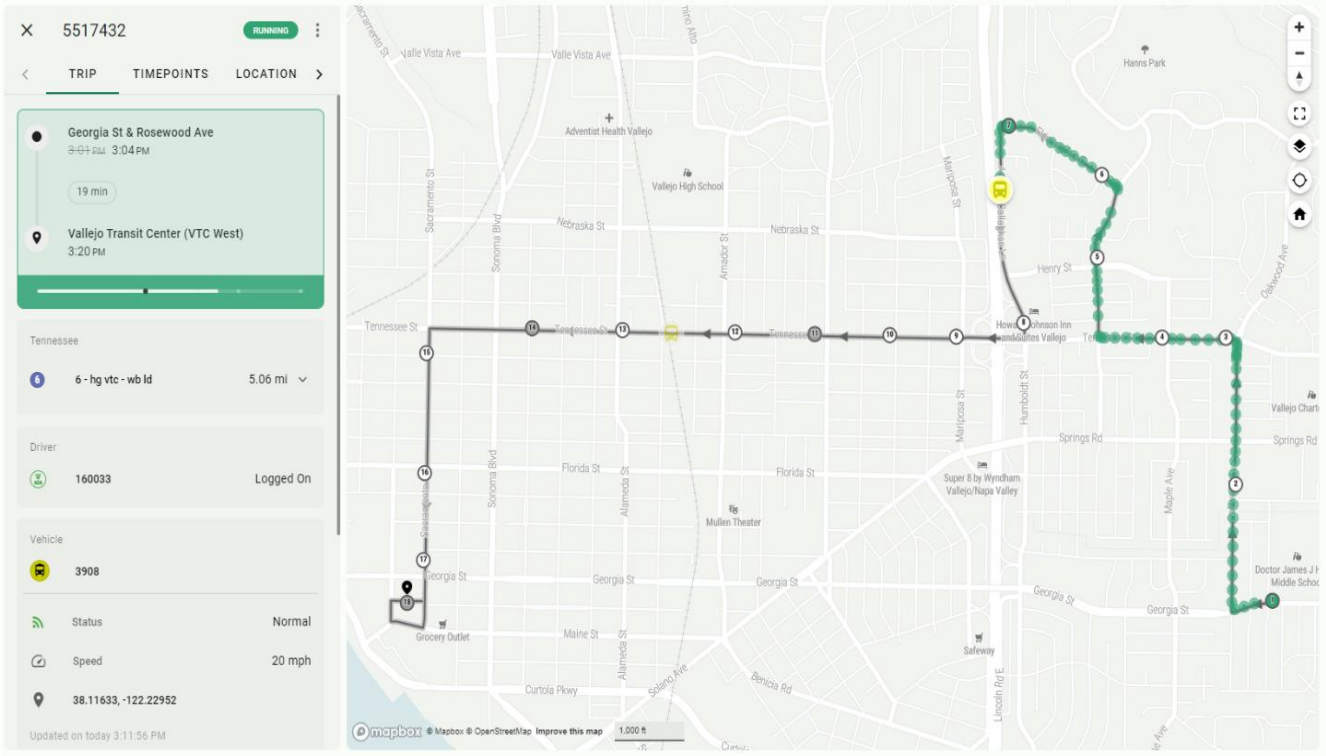


Image - A screenshot of an Active Trip – drilled down to specific Trip.

Active Trip – Drilled Down to a Specific Trip – The Dispatcher has clicked on an "active trip" to check that everything is okay. The vehicle is meeting its timepoints, and they can see it's halfway through its trip.

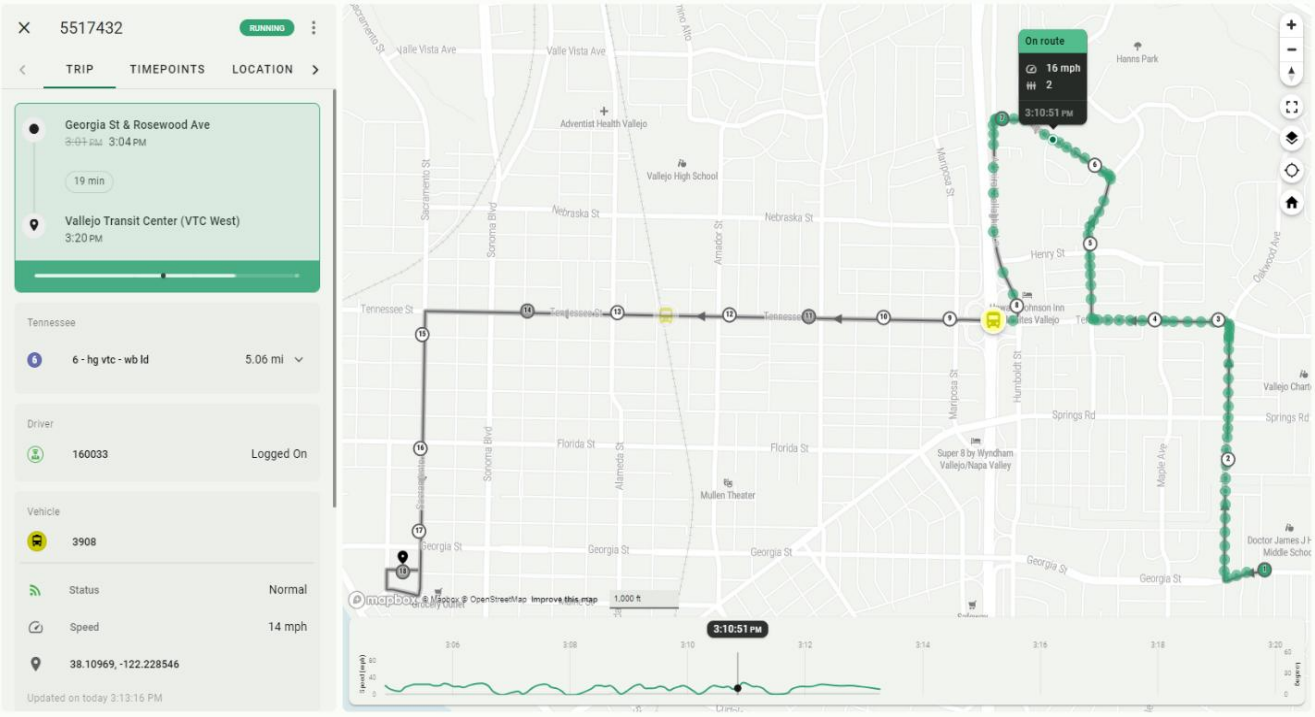


Image - Active Trip with Tracker.

Active Trip with Tracker – A trip tracker allows Dispatchers to view passenger loading (when integrated with APCs or tablet counts are used), vehicle speed, and the locations of an active or historical trip.

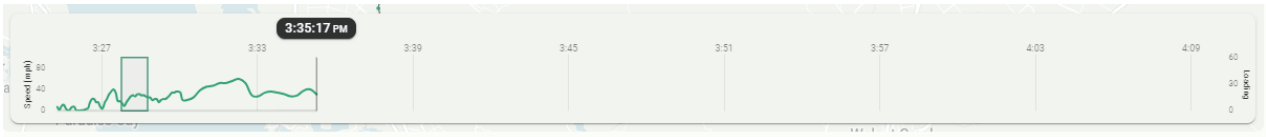


Image - Active Trip with Trip Tracker.

Active Trip with Trip Tracker – Dispatch users have left-clicked and dragged their mouse across the part of the trip to highlight it and view it in more detail. The system will zoom in to the period highlighted in the Trip Tracker and play back that part of the trip.

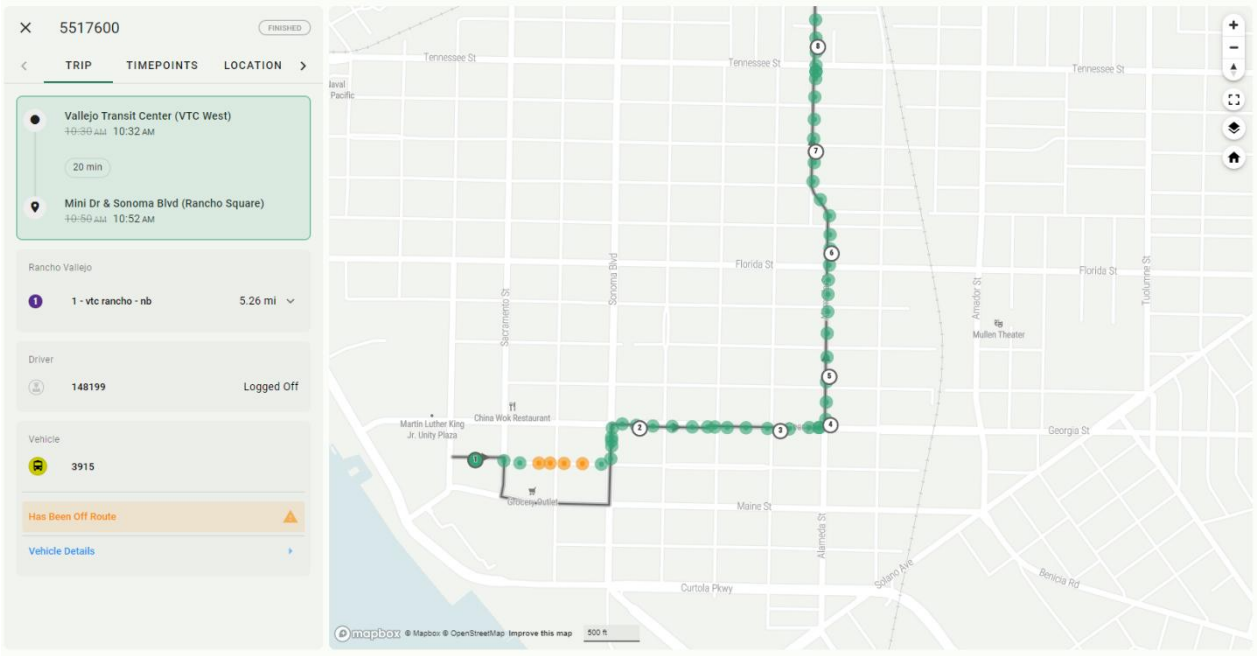


Image - Trip Details with Warning.

Trip Details with Warning – The user has clicked on the "Active Trip" with a warning that notes the vehicle has been off route. The yellow and green dots are the GPS unit tracking its whereabouts. The yellow dots show that the bus has gone off route, and the green dots show where the bus has stayed on route.

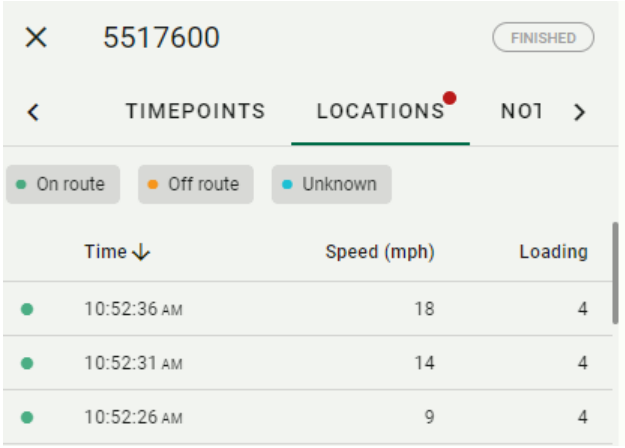


Image - GPS triggered pings.

Locations – the locations tab displays a list of the time stamp, speed, and passenger loading for all GPS positions received.

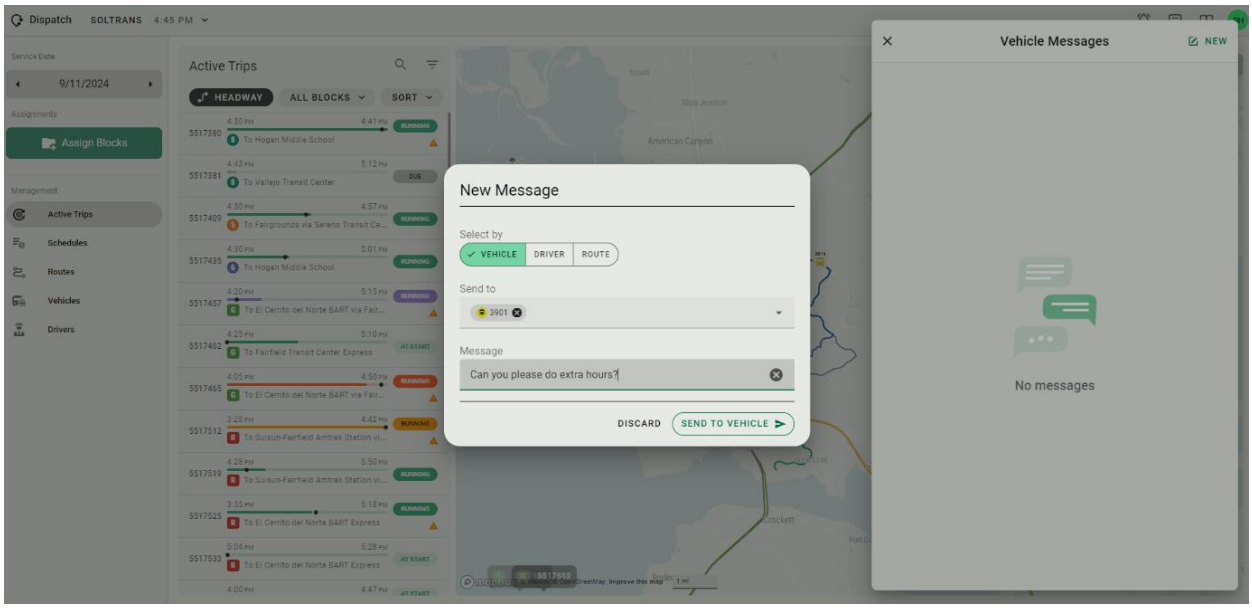


Image - Message tab in Dispatch - Dispatchers can create free-form messages to send to drivers.

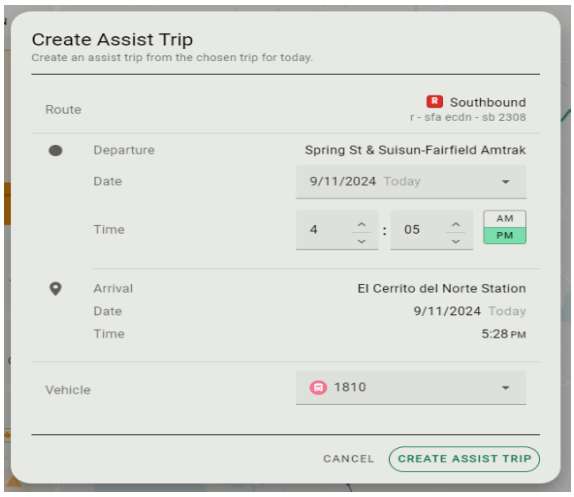


Image - Create Assist Trip: A Dispatcher needs to assign a new vehicle due to the incumbent broken down vehicle or vehicle is at load capacity and needs an assist trip.

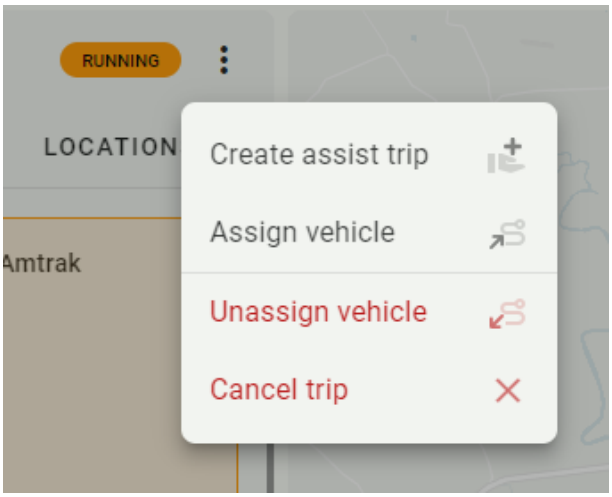


Image - If the vehicle has broken down, the Dispatcher would either reassign the trip or create an assist trip. Cancelling is only ever done when the scheduled trip is not going to run.

For projects that include multiple vehicles on routes at the same time, the ‘HEADWAY’ tab will be available for Active Trips. The tab will not appear if your project does not include such routes.

The tab ‘HEADWAY’ is located in the list pane and can be selected. Upon clicking it, the screen will update to display current headway trips underway.

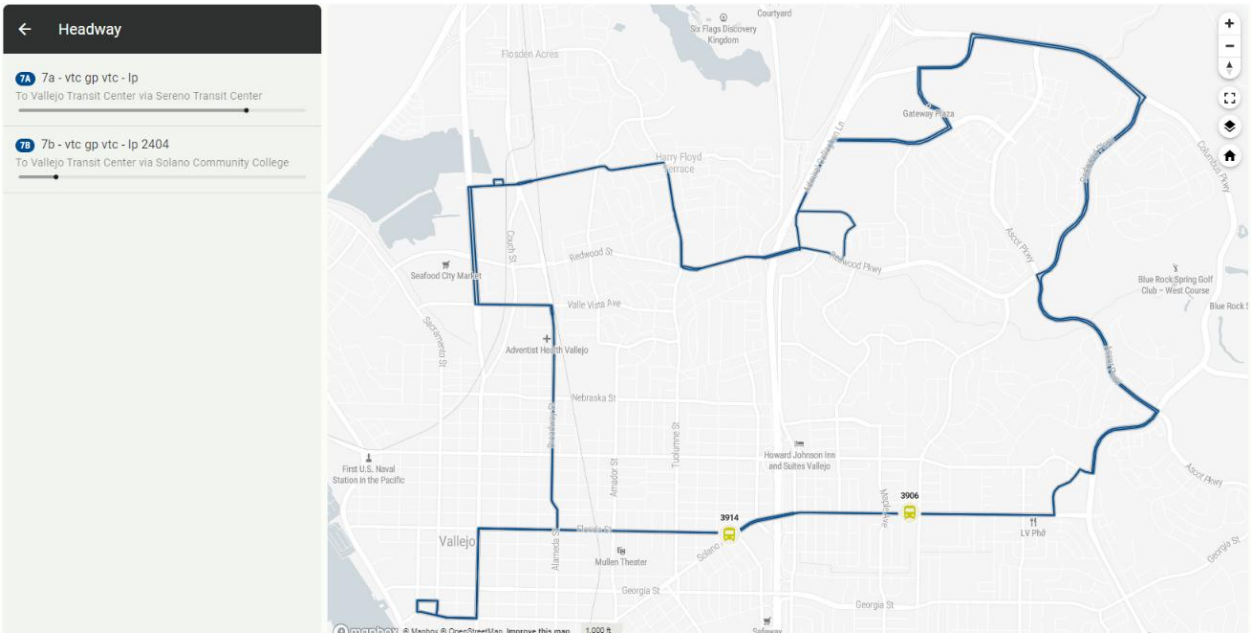


Image - Headway via Dispatch Application.

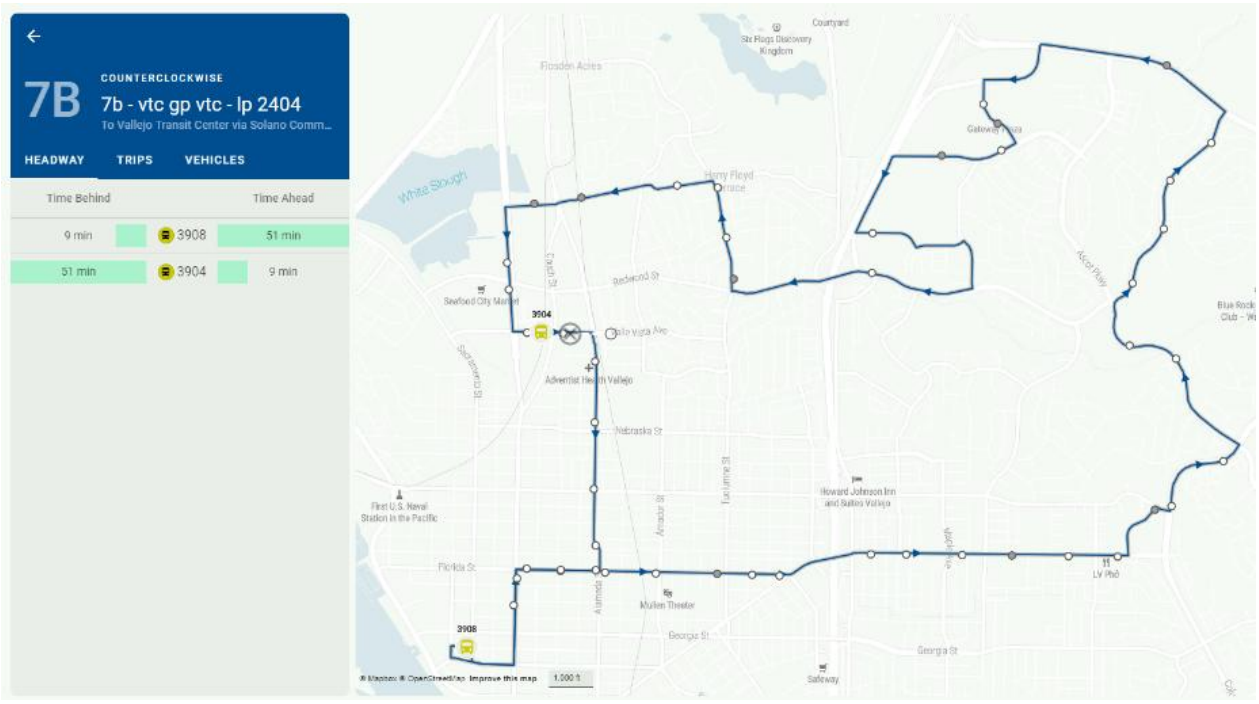


Image - Headway list view via the Dispatch Application.

Select a route from the list to view the real-time headway time between vehicles.

This view provides the ‘time behind’ and ‘time ahead’ between trips for all vehicles on the route, helping you determine whether the trips are evenly paced – this example shows two vehicles, but similar information will be displayed for each vehicle on the selected route if there were more than two.

The headway time information is used to help inform operational decisions to ensure optimal system performance crucial for managing regular passenger flows by providing information to identify and prevent vehicles from bunching.

Help & Hints – Dispatch has a useful Help & Hints widget. You can navigate these on your own in real-time to help users with software functionality issues.

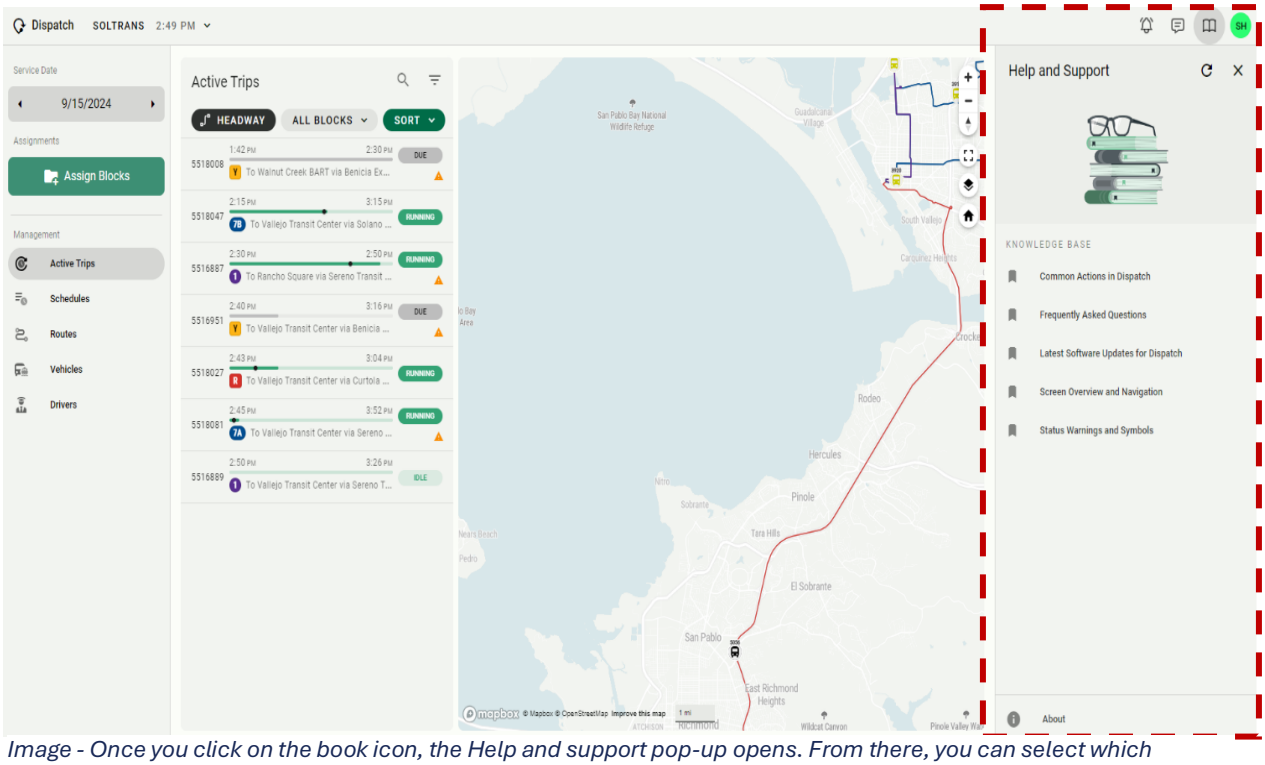


Image - Once you click on the book icon, the Help and support pop-up opens. From there, you can select which Knowledge Base you would like to inquire into.

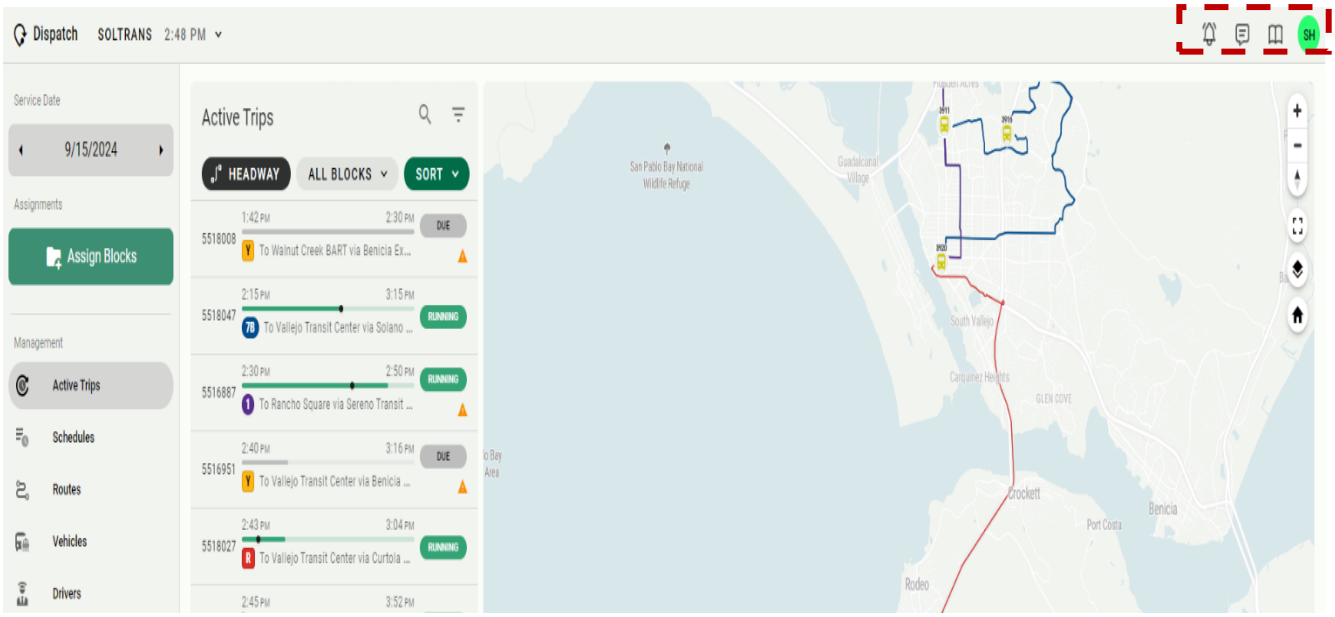


Image - Help & Hints Widget. On the far-right corner of Dispatch, you will find a book icon; clicking on this icon will take you to the Help & Hints section of the application, including written instructions and short helpful videos.

Covert Alarm (Optional - Hardware Integration Required): Dispatch includes a covert alarm system that, when activated, will notify dispatch of such an event with both an audible tone and visual indicators. Our Dispatch application is designed to prevent your dispatch team from moving to another task until they have responded to the alarm actuation.

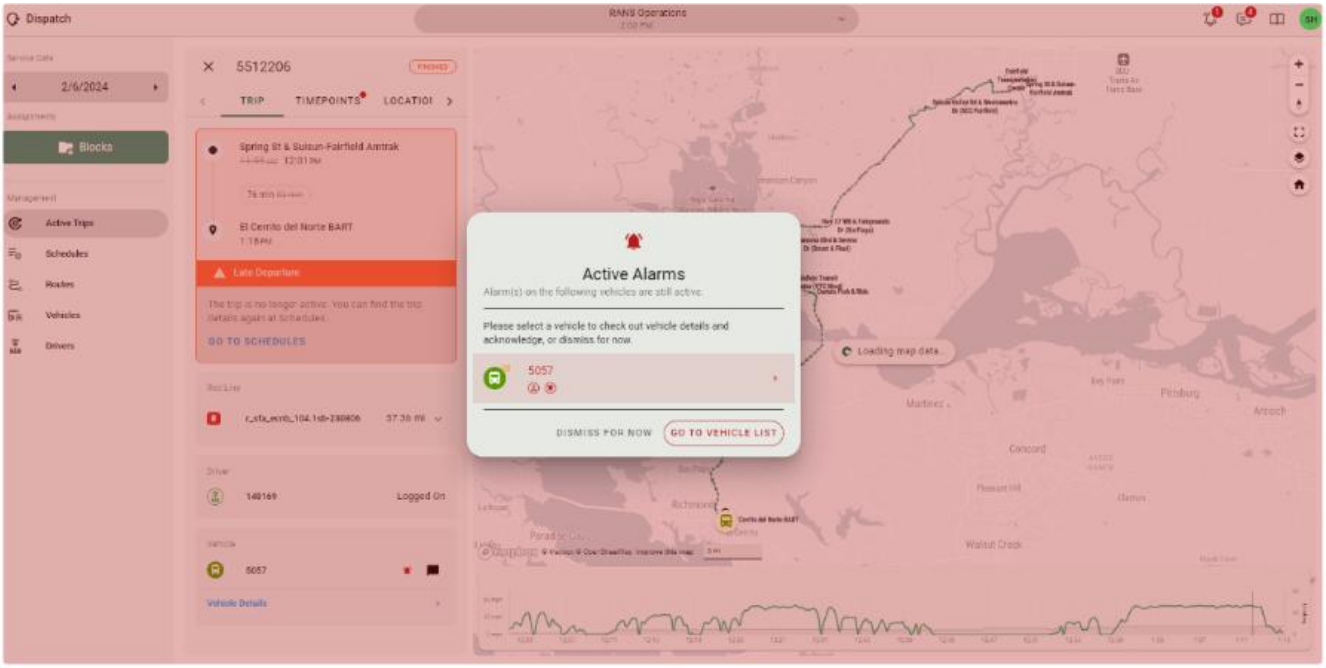


Image – The image above shows a covert alarm notification on the Dispatch screen. The duress button, located in the vehicle (generally on or near the driver's console), is used by the driver to notify the dispatch operator that an emergency or dangerous situation has occurred and that immediate assistance is required.

What Happens When the Duress Button is Pressed

1. Notification:

A notification is promptly sent to authorized users within the Dispatch application who have the authority to handle alarms.

The Dispatch screen will turn red, and a message box will appear detailing the alarm information. The notification will appear even if the Dispatch screen is minimized.

2. Persistent Alert

The notification will continue to be presented until the operator acknowledges they have seen the alarm.

If the operator chooses to dismiss the alarm, the notification will reappear every few minutes until it is acknowledged.

3. Operator Actions

Hover over and select the vehicle to view the alarm details.

The map view will zoom in on the alarmed vehicle, and the trip breadcrumbs will display in red from the moment the alarm is activated.

The system will provide detailed information about the trip.

The Dispatcher will need to use the 'ACKNOWLEDGE' button to record that you have seen the alarm and stop it from reappearing on the screen.

4. Alarm Icon

Once an alarm has been triggered, an alarm icon will appear in the ribbon at the top of the screen until:

1. The vehicle's Medius system resets the alarm trigger, usually within about 15 minutes of activation.
2. The 'trip date' rollover flag, a system configuration typically set by the user to 24 hours, is reached (this configuration is found in the Links menu of Legacy Dispatch).

Regardless, the alarm can still be viewed historically by changing the Service Date and accessing the Vehicles Menu, then using the filter 'ALARMS'.

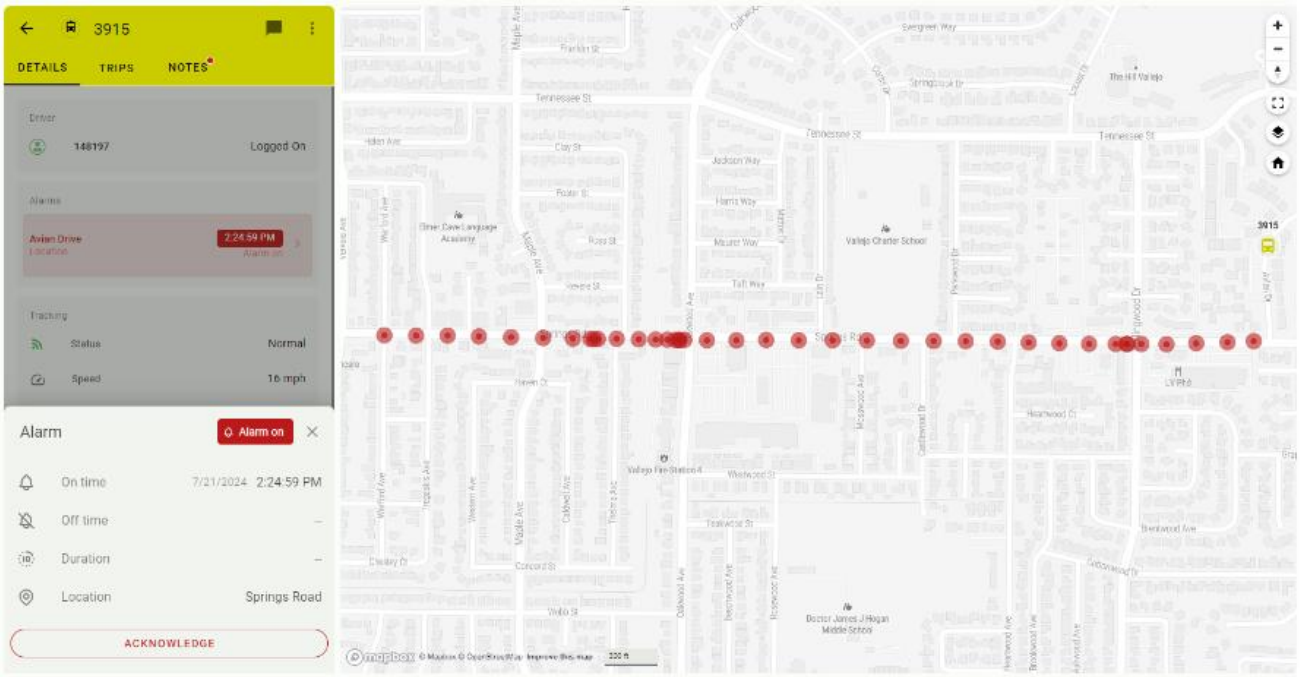


Image – Illustrated above are operator actions: the alarm details view. The map view will zoom in on the alarmed vehicle, and the trip breadcrumbs will display in red from the moment the alarm is activated.

Connexionz Core – Schedule Import

The Schedule Import application is the tool your team will use to:

- Import schedules – Schedules can be imported in CSV.
- Schedule start date – Set the start date for the schedule to start operating.
- Validate schedule files – You will receive an email report explaining the impact of importing the schedule, e.g., services removed from the system resulting from the new schedule.

Connexionz Core – Service Calendar

The Service Calendar allows dispatch planners to proactively adjust transit services for specific days, such as holidays, without importing a new schedule. Authorized users can schedule these changes in advance, and updates are immediately reflected in the Dispatch application's 'Schedules' menu.

Connexionz Core – Insights

The Insights and Analysis module enables users to query and manipulate system data for detailed reporting. It offers pre-configured reports organized by subject, functioning like interactive Excel pivot tables. Access is role-based, ensuring users see only relevant data. Users can drill down, customize reports with calculated fields, and save versions for easy reuse.

A sample of our reports includes:

- Travel Times
    - Deadhead
        - Deadhead by day, hour, and origin and destination.
        - Distance by driver (YTD), month, and vehicle.
        - Duration by driver (YTD), month, and vehicle (YTD).
        - Deadhead travel time.
- Timepoint
        - Timepoints early and late departure by route, vehicle, layover, revenue distance, travel times, etc.
- Trips
        - Early departure by route & hour (latest).
        - Late departure by route & hour with early at start (latest).
        - Late departure by route & trip with early at start (latest).
        - Layover, departure & arrival stats by driver (YTD), month, and route.
        - Revenue distance by driver (YTD), route (YTD) and vehicle (YTD).
        - Speed by route & day.
        - Travel times by day & hour.
    - Trip Exceptions
        - % early and late departure by route.
        - % timepoint metrics by month and route.
        - Early departures by route (YTD) and Late departures by route (YTD).
        - Operator notes by day (YTD).
        - Trip exceptions by driver (YTD), month, and by route (latest).

Connexionz Core – Notes

Dispatch users log notes against trips to document incidents, selecting a category to classify each event. These notes are included in management reports and aid in issue investigations. The application also allows organizations to create and manage custom note categories as needed.

Connexionz Core – Publisher

The system enables teams to create real-time or scheduled service alerts, informing riders about transit operations. Users can define:

- Alert title and message.
- Destinations (e.g., GTFS feed, public website/app, onboard signage, SMS).
- Recurrence settings (date range, days, time).
- Targeted routes, ensuring alerts and announcements are only delivered to relevant vehicles and platforms.

Connexionz Core – Notify

Notify allows team members to subscribe to email alerts for specific system events. Users can customize notifications by event type and set preferences for date, day, and time, ensuring alerts are only received during their working hours.

Connexionz Core – Administration

The Admin Center is used by authorized administrators to manage user access across organizational applications. Admins can:

- Create and delete team member records.
- Assign or revoke application permissions.
- Reset passwords.

Connexionz Core – Public Website

A white-labelled branded public website will be provided, with the same functionality as your neighbours at SLORTA, offering real-time bus ETAs optimized for mobile, tablet, and desktop use.

Key features include:

- Branded with your logo.
- Trip planning, live bus map, real-time occupancy, ETAs, service alerts, & agency info.
- Text-only navigation pages for eReaders.
- WCAG compliance.
- Customizable tabs and pages.
- Built-in English-to-Spanish multilingual support (selected option).
- Partner Agency GTFS and GTFS Real-time Data Feed Integration for ETAs & Service Alerts, to facilitate interconnected services (option).
- Can be configured with your chosen URL (agency-led option).

- Can be embedded into an agency's website (agency-led option).

Below is the link to the website utilized by SLORTA.

https://slo.connexionz.net/rtt/public/

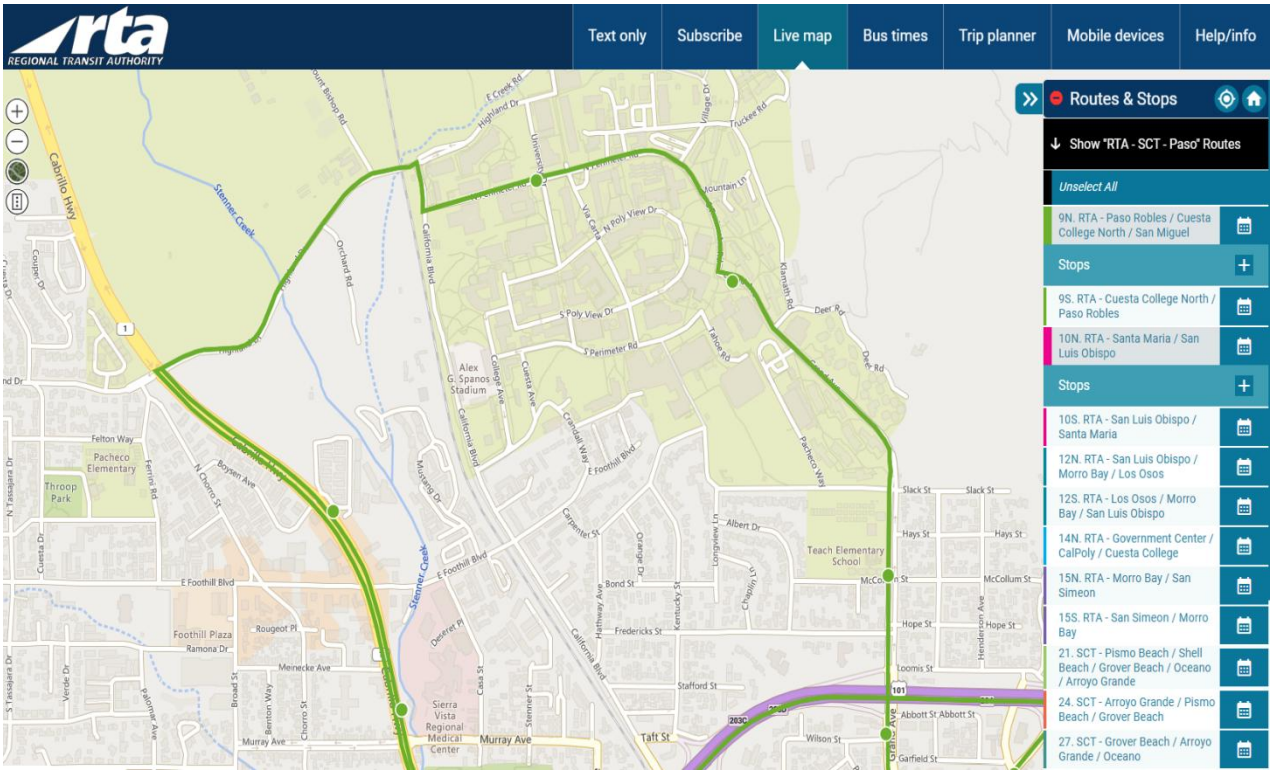


Image - SLORTA Public Website Interface.

SMS with RideText – Advanced Passenger SMS Functionality

Connexionz, in partnership with Alesig, can offer a cloud-based SMS communication management system tailored for the City of SLO. This SaaS solution supports real-time rider alerts via SMS and can be integrated with the City's existing website for rider sign-up (agency-led).

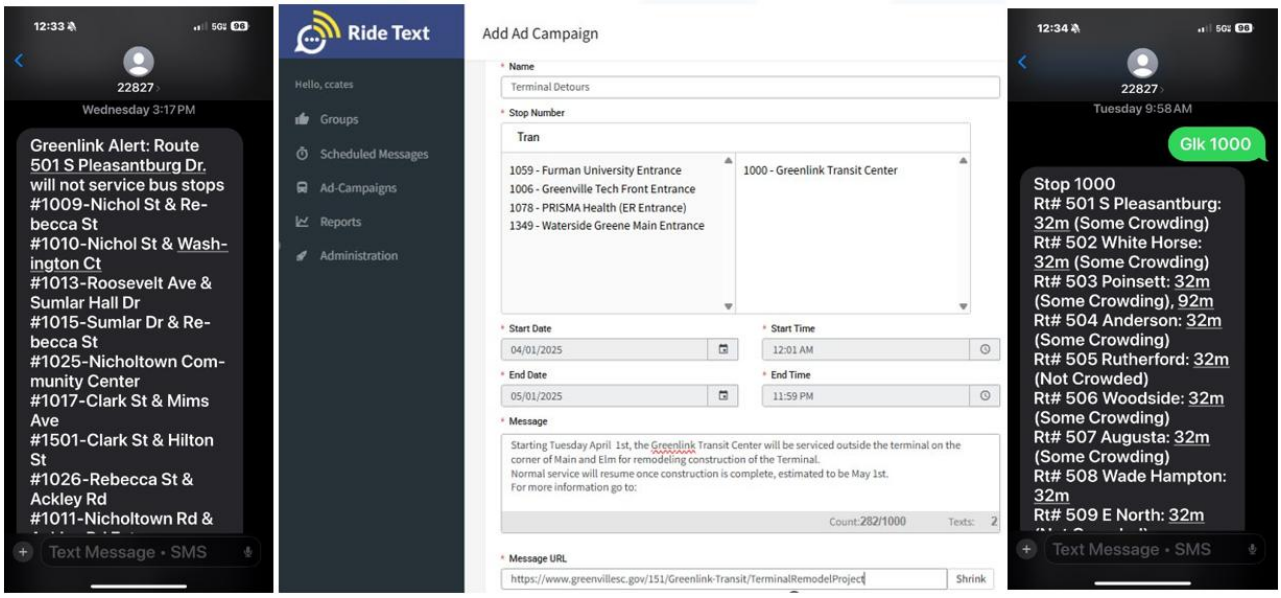


Image - Alesig RideText images depicting SMS functionality.

Alesig will utilize its experience in cloud-based SMS communication management systems, along with its established history of successfully deploying scalable, reliable, and secure Software as a Service (SaaS) solution, to create a comprehensive rider stop ETA and alerts service for the City of SLO. Alesig's strategy emphasizes seamless integration with Connexionz Core, ensuring that all functional requirements are met while providing an intuitive and user-friendly platform for both SLO staff and riders. This solution will facilitate real-time communication through SMS, ensuring that stop ETAs and alert information reach users promptly. Additionally, the service will feature a robust reporting and analytics module that allows for in-depth insights into communication effectiveness. It will also include granular user management capabilities, enabling precise control over user access and permissions. Furthermore, automated alerts will be generated based on the City of SLO's real-time GTFS data feeds, ensuring riders receive timely stop ETAs and system service alerts, enhancing their overall experience and satisfaction with the City of SLO's services.

Displaying a Web-based Form for Subscriber Sign-ups: Alesig will develop a responsive, web-based form so it can be embedded on the City of SLO's website to allow users to sign up for SMS service alerts. This innovative form will be built using modern front-end technologies such as React or Angular.

Manual Alert Creation by the City of SLO Staff: Staff will have a web-based or mobile-friendly admin panel to create and disseminate manual alerts.

- **User-Friendly Alert Creation Interface:** The user interface will be designed with a focus on intuitive UX/UI best practices to ensure ease of use. Staff members will have the ability to select from a variety of predefined templates tailored for common alerts, such as planned service changes, weather disruptions, and public meetings. Alerts can also include rich content, such as embedded maps or image files, enhancing the message's clarity and impact. The system will utilize WYSIWYG (What You See Is What You Get) editors, similar to those found in modern blogging platforms, making the creation process straightforward and visually appealing.

Real-Time Transit Information via SMS: We will integrate with the City of SLO's GTFS-RT feed from the Connexionz Core system to allow users to text a specific number and receive real-time information on transit stop ETAs.

- **SMS System Implementation:** Our SMS system will utilize our included short code (22827) to facilitate communication. We partner with reliable third-party messaging services, such as Twilio or AWS SNS, to ensure that messages are delivered consistently and without delay. When a rider sends a request, specifically a stop code via SMS, our system will promptly query the GTFS-RT feed for effective charting. This system will generate standard reports that cover essential metrics, including subscriber growth trends, message delivery statistics that detail success and failure rates, and subscriber engagement metrics, such as open and click-through rates. These reports will provide insights down to the individual subscriber level, allowing for a deeper understanding of user behavior.
- **Granular Metrics:** The reporting dashboard will offer access to detailed metrics, including impressions, subscriber churn rates, list-level engagement statistics, and real-time information requests at the stop level. Furthermore, the City of SLO will have the capability to filter out inactive subscribers easily. This feature will enable the City of SLO users to manage their subscriber lists more effectively, allowing for the archiving or deletion of inactive subscribers through user-friendly bulk management tools. This ensures a cleaner and more efficient subscriber database.

Permission-Based Controls and Security: Alesig will implement a role-based access control (RBAC) system with multiple permission levels, such as Administrator (Admin) and Customer Service Representative (CSR).

- **User Management:** This aspect will be effectively managed through a comprehensive permissions module integrated into the admin panel. This feature will empower the City of SLO to assign various levels of access based on the specific roles and responsibilities of staff members. The system is designed to uphold security best practices rigorously. This includes enforcing mandatory password changes in compliance with the City of SLO's IT policies to ensure that user accounts remain secure. Additionally, it can support two-factor authentication (2FA), which provides an extra layer of security, making it significantly harder for unauthorized users to gain access.
- **Audit Logging:** A thorough and detailed audit log will be maintained for all system changes. This includes adjustments to permissions, sending of messages, and modifications to subscriber information. This log will be readily accessible to the City of SLO administrators, ensuring complete transparency and traceability of all actions taken within the system.

UTA NTD & APC Certification

To help the City of SLO maximize the value of its existing APC hardware and streamline NTD compliance, we have included UTA's extensive expertise in APC certification and NTD reporting.

For more than three (3) decades, UTA APC users have been meeting NTD (previously Section 15) reporting requirements using UTA APC data. Critical to UTA's NTD Reporting are the highly developed APC Administrative Control software modules that assure high-quality APC data is available for NTD Reporting. UTA's APC Diagnostics, Data Quality Codes, Filter/Edit Algorithms, Sampling Status, Deployment Plans, Reference File Quality Control are but a few of UTA's APC Administrative Control elements that result in high-quality APC data for both NTD and non-NTD reporting.

NTD Reporting is a natural by-product of a UTA APC system. The UTA APC Reporting Software has ensured a 100% approval rating by easily recognizing and filtering out any potential bias of Unlinked Passenger Trips (UPT) and Passenger Miles Travelled (PMT) due to non-revenue door activity from operators/passengers or APC hardware malfunctions.

Critical to successful NTD Reporting is the calculation of Passenger Miles. UTA's APC Software automatically calculates Passenger Miles for each bus stop by multiplying the Passenger Load by the Inter-Stop Distance. With highly refined EOL Load Balancing algorithms assuring an accurate Passenger Load at each bus stop and algorithms that convert Lat/Long change into Inter-Stop Distance, UTA's APC Passenger Mile variable is highly accurate and auditable down to the bus stop level. Along with an accurate UTA APC Ridership variable, the Passenger Trip Length (PTL) is a standard output of UTA's Route Ridership Report.

Included in UTA's project team for the APC Reporting application is Mr. Keith Gates. For approximately ten (10) years before retirement in late-2015, Mr. Gates was FTA's NTD Program Manager. There is no one more qualified/knowledgeable relative to FTA's requirements of NTD reporting.

Over the past five (5) years, UTA and FTA NTD staff have met regularly to discuss the application of UTA's APC system to NTD Reporting. FTA staff noticed the large number of UTA APC users that were

successfully generating NTD Reports in contrast to the number of transit agencies utilizing non-UTA APC systems that could not generate NTD reports.

Below is a table of UTA APC accuracy as calculated during NTD Certification Procedures for FY2019. These surveys must be completed after APC installation to use APC data for NTD UPT and PMT statistics and subsequently in every fiscal year (FY) divisible by 3.

Certification Year	Transit Agency City	Manual UPT	APC UPT	UPT % Con	Manual PMT	APC PMT	PMT % Con
FY2022	Asheville, NC	166	169	1.8%	783	782	0.2%
FY2022	Winston-Salem, NC	446	431	-3.4%	1056	1106	3.4%
FY2022	North Carolina State University	339	343	1.2%	529	531	0.4%
FY2022	Greensboro, NC	237	237	0.0%	980	974	0.6%
FY2022	Albuquerque, NM (ART)	836	864	3.3%	2,756	2,886	4.7%
FY2022	Tallahassee, FL	320	324	1.3%	1,143	1,177	3.0%
FY2022	Miami, FL	2,260	2,278	0.8%	9,814	10,125	3.1%
FY2022	Buffalo, NY (Rail)	358	356	0.6%	991	1,005	1.4%
FY2022	Lincoln, NE	287	292	1.7%	958	934	2.6%
FY2022	Concho Valley, TX	126	130	3.2%	797	811	1.8%
FY2021	Savannah, GA	319	329	3.1%	1641	1704	3.8%
FY2021	Charlottesville, VA	339	342	0.9%	1177	1153	-2.0%
FY2021	Monterey, CA	567	590	3.9%	3,893	3,815	-2.0%
FY2021	Salisbury, NC	144	145	0.7%	539	559	3.6%
FY2020	Columbia, MO	98	101	3.0%	255	258	1.2%
FY2020	Jacksonville, FL	814	856	4.9%	4,292	4,131	-3.9%
FY2020	Mishawaka, IN	182	179	-1.7%	1,173	1,188	1.3%
FY2020	Albuquerque, NM (ART)	565	579	2.4%	2,151	2,168	0.8%
FY2020	Boise, ID	337	329	-2.4%	2,013	2,007	-0.3%
FY2020	Napa, CA	124	126	1.6%	886	896	1.1%
FY2019	Hanford, CA	230	240	4.2%	2,143	2,115	-1.3%

FY2019	Thousand Oaks, CA	194	198	2.0%	955	959	0.4%
FY2019	Antioch, CA	397	414	4.1%	1,989	1,958	-1.6%
FY2019	San Luis Obispo, CA	494	497	0.6%	7,143	7,112	-0.4%
FY2019	Bloomington, IL	378	397	4.8%	907	898	-1.0%
FY2019	Asheville, NC	170	178	4.5%	596	584	-2.1%
FY2019	Columbus, OH	1,125	1,094	-2.8%	5,344	5,329	-0.3%
FY2019	Fayetteville, NC	356	372	4.3%	1,478	1,428	-3.5%
FY2019	Durham, NC	664	657	-1.1%	2,167	2,210	1.9%
FY2019	Gainesville, FL	1,785	1,786	0.1%	4,947	5,186	4.6%
FY2019	Greensboro, NC	441	440	-0.2%	1,879	1,961	4.2%
FY2019	Highpoint, NC	200	208	3.8%	542	557	2.7%
FY2019	NCSU	753	757	0.5%	1,224	1,263	3.1%
FY2019	Piedmont, NC	139	145	4.1%	2,501	2,409	-3.8%
FY2019	Racine, WI	242	251	3.6%	838	869	3.6%
FY2019	Williamsburg, VA	302	302	0.0%	1,635	1,566	-4.4%
FY2019	Pinellas, FL	943	938	-0.5%	5,181	5,428	4.6%
FY2019	Dallas, TX	1,172	1,175	0.3%	5,611	5539	-1.3%
FY2017	Ventura, CA	303	317	4.4%	6,667	6,959	4.2%
FY2016	Bradenton, FL	681	700	2.7%	3,779	3,617	-4.5%
FY2016	Missoula, MT	578	599	3.5%	2,172	2,244	3.2%

GTFS and GTFS Real-time Data

Connexionz is a leader in GTFS and GTFS-RT data, having supported GTFS since its inception. Once configured, the system automatically generates compliant GTFS static data based on your routes and schedules and produces real-time GTFS-RT data (Trip Updates, Vehicle Positions, Alerts) during dispatch.

Key features include:

- Automatic GTFS updates through schedule and route maintenance.
- Out-of-the-box GTFS and GTFS-RT feeds.
- Open access to GTFS data for third-party use.
- Custom integration options are available upon request.
- Integration with Trip Planner applications such as Google Transit and Apple Maps.

- Integration with third-party apps such as Transit App and Moovit.
- Local region apps such as 511 Bay Area.
- Integration with Streetside Signage providers such as Way Sine and Papercast.

Trip Planner Application Integrations

➢ Google Transit & Apple Maps

We integrate with Google Transit and Apple Maps out of the box – integration is achieved through the GTFS and GTFS-RT data feed.

Time has been included in the project to work with Google Transit and Apple Maps to enable integration with these partners.

➢ Moovit

We integrate with Moovit out of the box – integration is achieved through the GTFS and GTFS-RT data feed.

➢ Transit App

We integrate with Transit App out of the box – integration is achieved through the GTFS and GTFS-RT data feed.

An example of this can be found at: https://get.connexionz.net/rtt/public/?page=mobile

Connexionz Uses Real-time and Historical Data Methodology

Connexionz uses linear regression algorithms based on real-time and historical data to calculate accurate ETA predictions. The system continuously learns operational patterns, calculating travel times by route segment, trip number, and time of day. As vehicle updates are received, predictions are recalculated and updated for each stop. The system also validates predictions using historical data and random checks.

➢ Real-Time Arrival Predictions

Arrival Time Prediction	
The range of actual arrival time from prediction	The frequency of actual arrival falls within the predicted range
+ 1.5 minutes – 1 minute	95% of the time when the estimated arrival time is <2 minutes
+ 2.0 minutes – 1 minute	95% of the time when the estimated arrival time is < 5 minutes
+3.0 minutes – 1 minute	95% of the time when the estimated arrival time is < 15 minutes

Optional Deliverables

As your operational requirements evolve, our platform offers a comprehensive suite of system upgrades and enhancement options designed to scale with your organization. Including:

- Farebox Integration.
- Stop Request.
- Duress/Covert Alarm.
- Driver Manager
- Partner Agency GTFS and GTFS Real-time Data Feed Integration.
- CCTV Integration.
- Traffic Signal Priority (TSP).
- Driver Microphone AVA Override
- Mobile App.
- QR Codes.
- Engine Diagnostic.
- Media Player – Infotainment.
- Mobile Data Terminal (MDT).
- TimeView.
- Smart Transit Centers.

Farebox Integration

The Medius integrates with J1708 GFI/Genfare fareboxes, enabling the exchange of driver login data and Trip, Block, and Route information. Key features include:

- Fareboxes must be licensed for J1708 integration.
- When integrated, MDT Single Sign-On (SSO) enables drivers logging into the farebox to be automatically logged into the MDT.
- Driver login data flows into Dispatch and is available in the Insights module.

CCTV Integration

We have extensive experience integrating with Mobile Video Surveillance providers and their equipment to incorporate key functionalities into our platform. Our Medius device can interface with compatible DVR systems to automatically generate event markers when a duress alarm is triggered. Additionally, the onboard cellular router can serve as a communication gateway for the camera system, enabling live video streaming if desired. We can also provide a direct link within the Connexionz Core platform to the Mobile Video Surveillance system's login page for streamlined access.

Engine Diagnostics

Vehicles can be equipped with a direct J1939 cable connection to the Medius, enabling real-time capture of engine diagnostics from the CAN bus. This provides dispatchers and maintenance teams with immediate access to vehicle trouble codes. Additionally, the Connexionz Insights module aggregates this data to generate useful reports, including fuel usage and diagnostic summaries.

Stop Request

The Medius integrates with the OEM stop request button to activate a visual 'Stop Requested' message on the next stop sign, enhancing passenger communication and visibility.

TSP

The Medius integrates with TSP beacons to support transit signal priority at enabled intersections, activating only when a bus is behind schedule. Additionally, we offer a server-to-server integration

with compatible TSP solutions using GTFS and GTFS-RT data, which does not require onboard hardware. We are happy to provide further details on this approach upon request.

Media Player Content Management System (CMS) – Infotainment

The Connexionz Media Player CMS is hosted in the Core system and can be configured to play content for on and off-route situations. On-route playlists can be configured in the following top-down hierarchy, where playlists lower in the hierarchy override the playlists above:

- Agency.
- Route.
- Route pattern.
- Stop.

The Media Player content plays on HDMI-compatible LCDs and consists of the following zones:

Image – a screenshot of media content on a screen onboard a vehicle.

Below is a description of each zone:

- **Yellow rectangle:** The route and destination are displayed.
- **Red rectangle:** Next stop display
- **Purple rectangle:** Displays the route stop ladder and showcases the upcoming next stop in a different color.
- **Green rectangle:** Displays the 'Playlist', a group of media content being played during a route. The media can also be organized to take up the entire screen.
- **Blue rectangle:** The 'ticker list' is displayed at the bottom of the screen. Multiple tickers can be created to scroll along the bottom of the screen. They can consist of fixed text messages, next-stop details, or real-time service alerts (created in Core Publisher application).

Duress/Covert Alarm

The Medius integrates with our durable covert alarm system to enhance operator and passenger safety during emergencies by immediately notifying your team. When activated by the driver, the alarm remains covert onboard, ensuring passengers are not alerted. Upon activation, Core Dispatch generates an instant pop-up notification for all users, allowing the vehicle to be quickly located on the map.

During the alarm phase, the vehicle's ping rate is automatically adjusted to the configured moving rate until the alarm is cleared. For safety, the alarm remains active for a mandatory 15 minutes and cannot be manually deactivated once triggered.

If configured, the Medius can also automatically set an emergency destination code and trigger a CCTV event marker, provided the connected hardware supports emergency triggers.

Should the City opt to include this feature, we will conduct a vehicle survey to identify the optimal mounting location for the covert alarm button – ensuring it is easily accessible to drivers while remaining discreet in potentially confrontational situations.

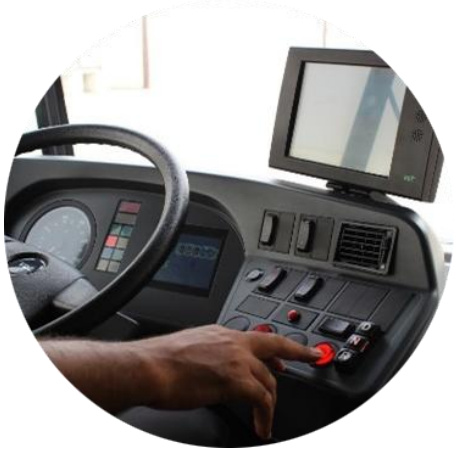


Image - Our proposed Covert Alarm. The hardware can be placed in the City's preferred location.

Driver Microphone AVA Override

Automatic Vehicle Announcement overrider is also available with the driver microphone and radio, with the following priority:

1. Driver microphone (highest priority).
2. Medius AVA.
3. Radio (default PA source).

Mobile Data Terminal (MDTs)

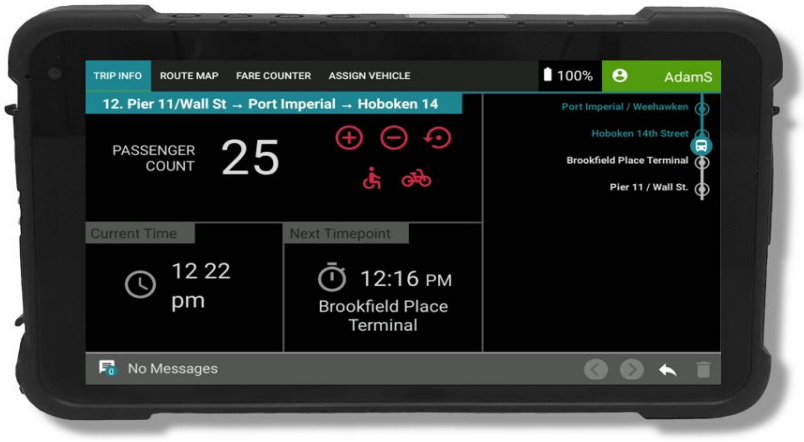


Image - MDT trip info screen. Trip info showcasing: Real-time load with options for correction, Trip Name, Current Time, Next Timepoint and Vertical Ribbon on bus stops and location of vehicle.

In this example, the screen tells the driver they are behind schedule as the current time is greater than the next timepoint time

➢ Core Features:

- Android-based platform with secure driver login and validation.
- Driver tools include:
  - Route/run paddle details.

- Schedule adherence indicators.
- Live route map with vehicle location.
- Fare type tracking.
- Self-block assignment.
- Two-way text messaging (driver ↔ dispatch).
- Real-time APC load correction (if integrated).
- Wheelchair, bike, and passenger counts.

➢ Vehicle Integration:

- Centrally managed vehicle assignments, with optional driver self-assignment.
- Hardwired to vehicle ignition for automatic start-up, shutdown, and charging.
- Connects to onboard cellular router to sync with Connexionz Central Core.

➢ Durability & Access:

- IP67-rated: resistant to temperature, humidity, and transit wear.
- Securely docked and mounted to prevent damage.
- Mounting location optimized per vehicle during survey.

➢ Device Management:

- Mobile Device Management (MDM) tools for remote support and to lock the base Android tablet functionality off from drivers, so they do not misuse the device.
- Supports deployment of additional apps (e.g., VoIP, inspections, paratransit).

➢ System Reliability:

- The MDT and VLU are tightly integrated but separate hardware items, ensuring other onboard systems (CAD/AVL, passenger experience) remain operational even if the MDT is unavailable.

➢ Login Options:

- Manual Login: Operators select their ID from a list.
- Automatic Login: Integrated with farebox—login occurs when the operator signs on to the farebox (if farebox integration with the Medius is selected).
- Centralized Reporting: All MDT login data is sent to dispatch and included in analysis reports.

➢ Operator Software

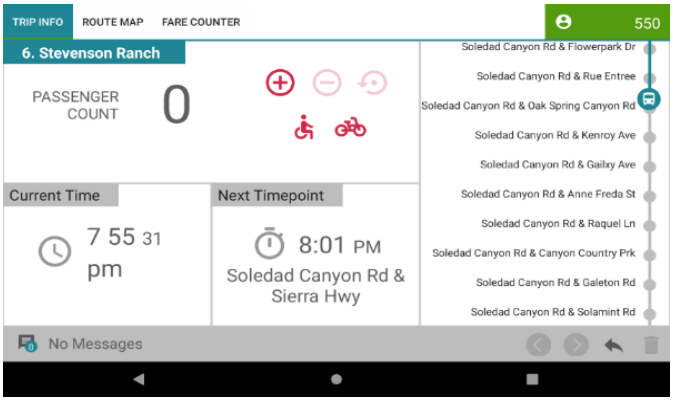


Image - Trip info – trip running (day mode).

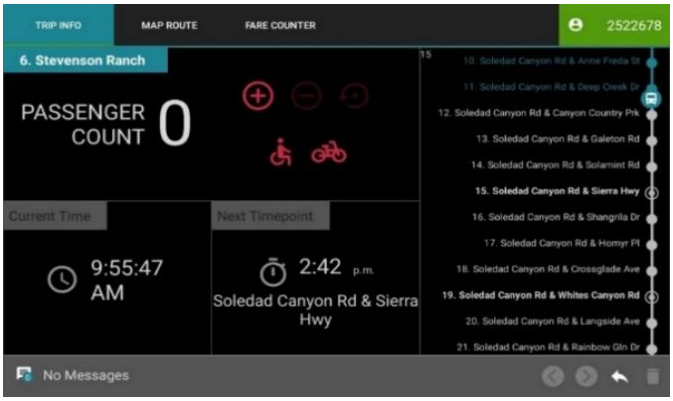


Image - Trip info – trip running (night mode).

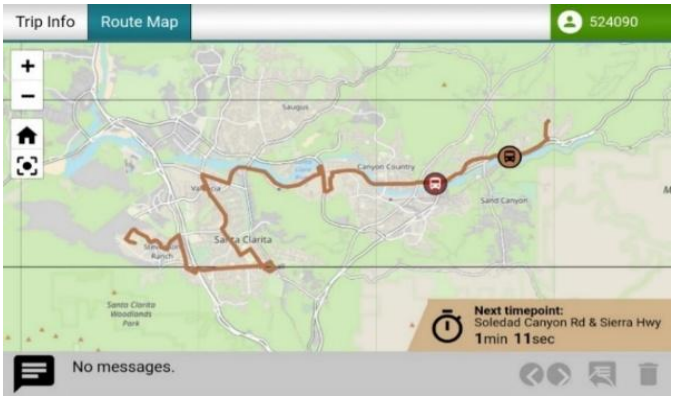


Image - Map Route – trip running with tracking showing the bus's position and "ghost" bus showing where the bus should be on the route. (Day mode).

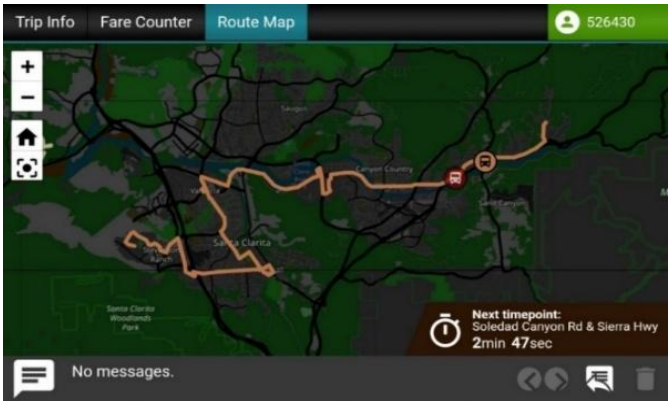


Image - Map Route – trip running with tracking. (Night mode).

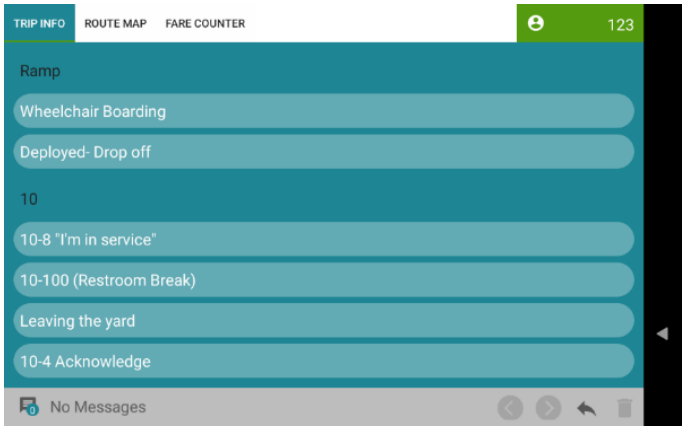


Image - pre-defined messages available for communication.

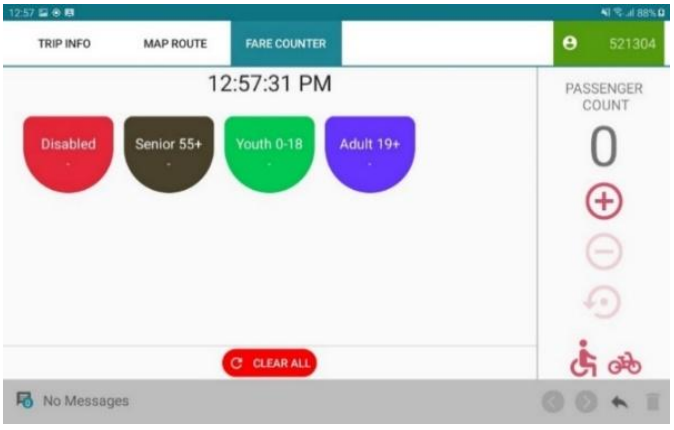


Image - Fare Counting – Manual input of passengers by the driver. Great for sampling and testing APC accuracy.

Connexionz Core – Driver Manager

Driver Manager allows operations to set up drivers for login access to the MDT application, displaying their names on the device. This feature is optional and only applicable if the City of SLO adopts the MDT option. If they instead integrate with GFI Genfare Fareboxes, driver login data is managed through the fare collection system and displayed in Dispatch and Analysis, making Driver Manager unnecessary.

Connexionz Core – Mobile Application

A white-labelled mobile app matching the public website can be provided to enhance the rider experience by offering journey planning. We are doing this now for SLORTA, and they have great ridership reviews.

The app enhances rider experience, reduces customer service calls, and supports system-wide or route-specific alerts. It also helps increase community engagement and ridership by providing Real-Time Passenger Information in an intuitive, easy-to-access format.

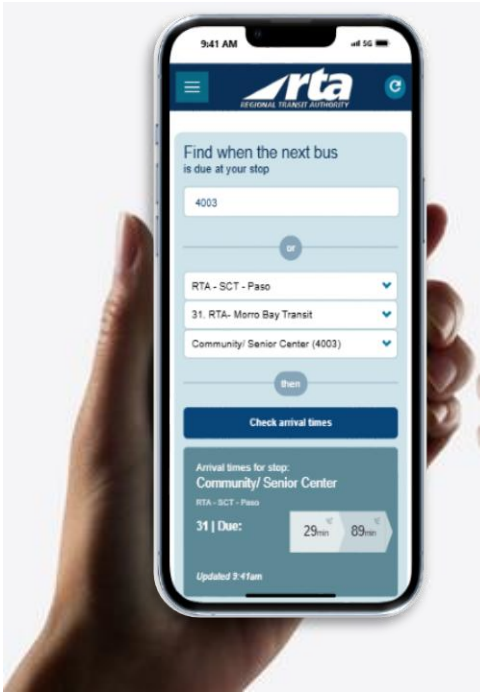


Image - SLORTA Mobile App.

The white-label mobile app is fully branded for the City of SLO and available on both iOS and Android. It provides Real-Time Passenger Information (RTPI), helping reduce customer service calls and improving rider experience. Key features include:

- Easy app discovery by deploying it under your selected name.
- System-wide and route-level alerts and bulletins.
- GPS-based location tracking to show nearby transit options.
- In-bult Trip Planner using the Google Transit API
- Accessibility support with an E-Reader compatible ETA screen.

Alternatively, we can integrate with third-party apps such as Transit and Mooveit, as previously highlighted.

Connexionz Core - TimeView

With our TimeView™ technology, you can have beautiful displays showing your expected estimated time of arrival (ETA) and/or estimated time of departure (ETD) at any of your transit centers, bus stops, and public spaces. The application can be accessed via the Connexionz Core portal or at this address: https://etacloud.connexionz.net.

Authorized users can easily generate a hyperlink that returns an ETA list from a Connexionz Real-Time system, filtered by a single platform or multiple platforms. An additional filter, based on a single route, can also be applied to further define the returned list.

No page refreshes are necessary; all the data updates in real time. We can bring this modern look to your passengers even if you don't have our CAD/AVL application, as long as you can provide us with a GTFS feed.

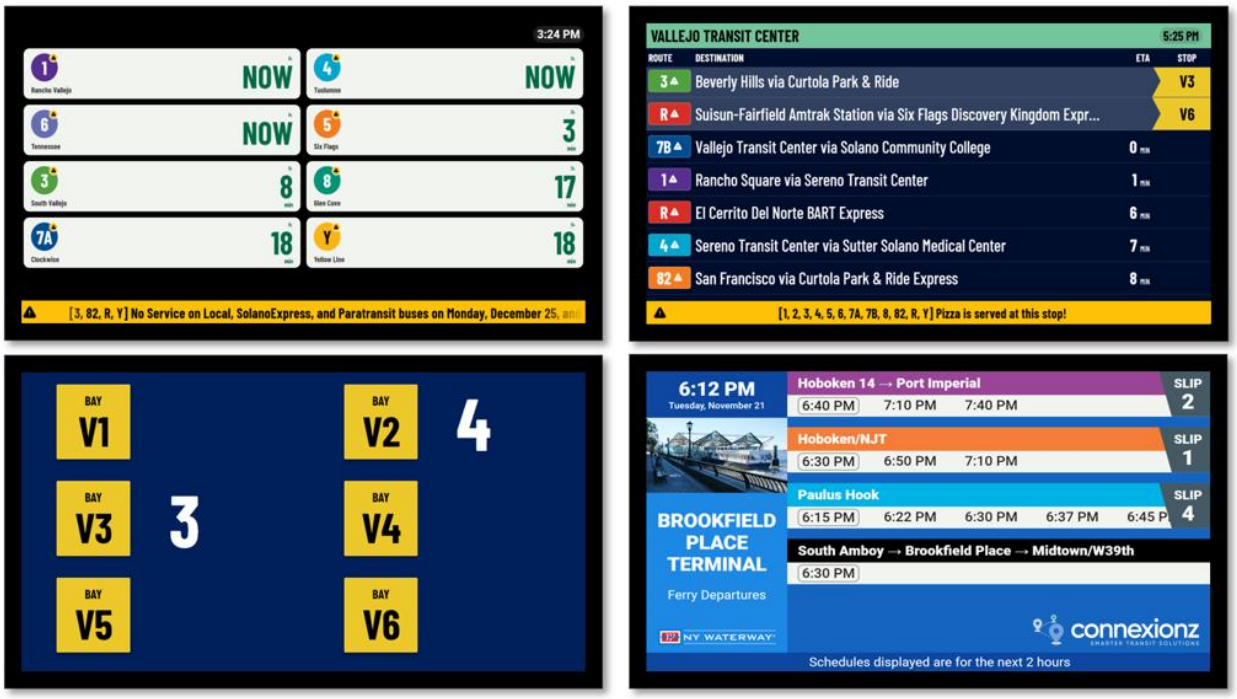


Image - TimeView Displays for Bus Stops, Transit Centers, Vehicle Bays, and Terminals or Schedules.

TimeView offers an excellent means of engaging with your ridership. You can effortlessly generate ETA information on a display, whether using fixed schedules or real-time data. This allows you to present ETA details to your riders in an attractive custom display featuring vibrant colors or a high-contrast view.

With TimeView and additional development support from Connexionz, we can assist you in crafting an ETA display complete with scrolling tickers for announcements and a personalized layout that proudly showcases your agency's logo and unique color scheme.

Partner Agency GTFS and GTFS Real-time Data Feed Integration for ETAs & Service Alerts

The system can be configured to import external GTFS and GTFS-RT data from partner agencies that have compliant GTFS data, allowing riders to view routes, see real-time stop ETAs, and service alerts from partner agencies on your website, mobile application, and TimeView instances.

This is especially important where partner agency routes intersect yours at a shared stop, as riders will easily be able to view ETA information of connecting services that fall outside of your bus network.

Connexionz Core QR Code ETAs

URLs can be generated for individual stops and used to create QR code signage that can be placed at each stop. This gives your riders quick and easy access to stop ETA information.

We can easily generate a stop URL list for you so you can get QR codes printed and placed in stops.

Image - Stop ETA QR Code example.

Smart Transit Centers

At Connexionz, we've developed and successfully deployed solutions designed to enhance operational efficiency, elevate the passenger experience, and streamline Transit Center management for our customers. These solutions are tailored to meet the specific needs of each transit environment.

Vehicle in Bay Detection (VIBD)

Instead of providing dedicated bays for each route, our team developed Vehicle-In-Bay-Detection (VIBD). This technology tracks vehicles within a Transit Center and enhances passenger experience through audio and visual updates when a bus pulls into a bay or moves away from a bay. This feature aims to improve scheduling flexibility and route expansions for our customers.

Image – AoA locators installed at Solano County Transit (SolTrans).

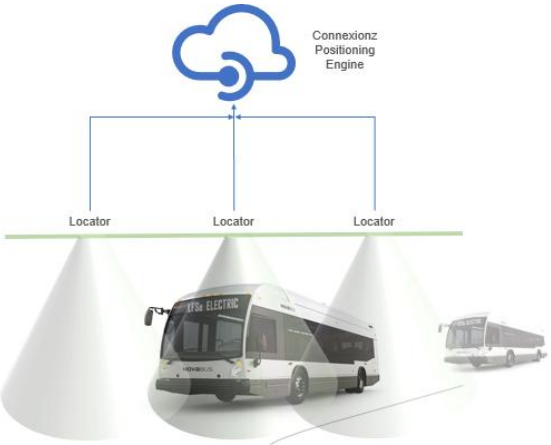


Image – Diagram of Connexionz's Vehicle-in-Bay Detection.

How does it Work?

Upon the arrival of a vehicle at a transit center, the driver will select an available bay to park in. Locators work together to precisely determine the location of nearby vehicles. This positional data is sent to the Connexionz Real Time Tracking (RTT) system, which assesses whether a vehicle is within the bay's defined 'hitbox'. Based on this determination, the system controls and updates the corresponding signage and audio announcements.

Visual Announcements

Using this presence information, the RTT system will update the signage to display the route, destination, and bay number to passengers, who will then make their way to the appropriate bay where their bus is waiting. Orientations of the display can be landscape or portrait and can be configured to display a single route and destination at an individual bay, or ETA/ETD information for one or more platforms. The ETA/ETD information will be replaced with the bay location on vehicle arrivals.

Image - Visual Announcements in work at Tri-Delta Transit in the form of our TimeView solution.

Audio Announcements

From here, station-wide arrival announcements are triggered to inform passengers of the arriving vehicle's location, destination, and bay location. The audio announcement unit contains the same text-to-speech (TTS) engine used in Connexionz's onboard Medius™ (VLU) units to render the announcements. The same audio dictionary and voices provide a consistent audio experience to passengers and a single audio configuration interface to staff.

Implementation Plan

Connexionz employs a proven, transit-tested implementation methodology to ensure the successful delivery of your project. This structured approach is built around phases, each designed to build upon each other for seamless execution.

From the moment we receive the Notice to Proceed, our commitment to consistent and effective communication between our team and yours highlights the power of genuine collaboration. This spirit of true teamwork is at the heart of our process and is a key driver of project success.

It's this reliable and results-driven approach that earns the trust of our agency partners, time and time again.

At the Outset – The Notice to Proceed – NTP

We will work with you to finalize, approve, and execute the necessary documents, as well as plan the project kick-off meeting.

Phase One: Project Initiation

Following the Notice to Proceed (NTP), our Project Manager will lead a remote workshop to formally initiate the project. During this session, we will review and seek approval for the following key project documentation:

- Project Charter.
- Project Schedule.
- Project Issues, Risks, and Change Management Plans.

In addition, we will collect essential project details, including key contacts, delivery address, invoicing requirements, and other logistical information. We will also establish a recurring meeting schedule to ensure consistent communication and alignment throughout the project lifecycle.

Upon completion of the workshop, you will be requested to formally approve the Project Charter and Project Schedule. These documents will serve as the foundational framework for advancing to the next phase of the project.

Phase Two: Discovery & Design

Solution Discovery Planning & Design Prep

To initiate the discovery phase, our Project Manager will coordinate with your team to schedule a series of structured workshops at mutually convenient times.

Solution Discovery

To ensure the solution is tailored to your operational needs, Connexionz will conduct a series of structured discovery workshops.

These sessions are designed to gather detailed requirements, confirm integration points, and prepare for successful implementation.

- **ITS Configuration & Integration Requirements**

Led by the Connexionz Project Manager, this workshop will guide your team through available configuration, integration, and customization options in the Connexionz Core system. The session

will focus on aligning system capabilities with your functional requirements and identifying any agency-specific adaptations needed.

➢ Vehicle Hardware Installation Requirements Survey

To ensure a precise and efficient installation process, our Lead Field Technician will collaborate with your team to conduct a detailed on-site survey of each relevant bus type and year combination. This survey will confirm key vehicle-specific details that impact system integration and installation, including:

- Vehicle specifications that may affect installation, such as electrical system voltage.
- Existing hardware makes and models requiring integration with the solution.
- Optimal hardware placement, including mounting locations within each vehicle.
- Cable routing plans that prioritize both aesthetic considerations and the safety of personnel and passengers.
- Accurate cable length measurements for all integrated hardware components.

This thorough assessment ensures that installation is tailored to each vehicle type, minimizing disruption and maximizing system performance.

Solution Design Creation, Review & Approval

➢ Vehicle Install Schematics & Bill of Materials (BOM) Development

To ensure a smooth and accurate hardware deployment, our Technical Lead will develop detailed vehicle installation schematics and a comprehensive Bill of Materials (BOM) for each vehicle type. These documents will specify all required components, enabling timely and precise hardware ordering. The Vehicle Schematics and BOM will be integrated into the overall Solution Design documentation, serving as a long-term reference for your team.

This ensures that, in the event of hardware replacement or expansion, all necessary technical details are readily available, safeguarding your investment and supporting ongoing operational efficiency.

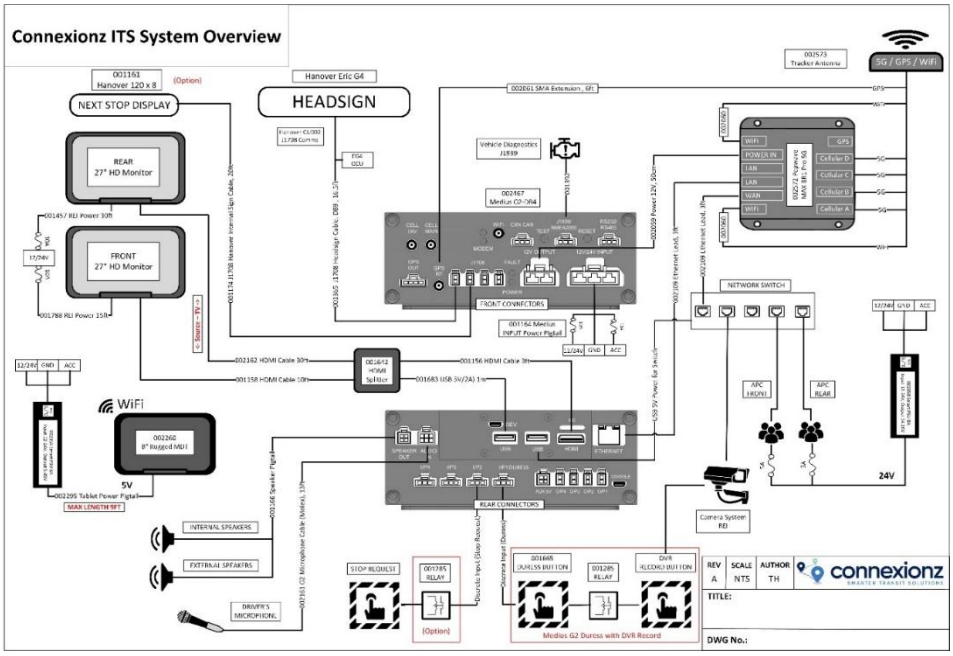


Image - Connexionz Installation Schematics

➢ ITS Solution Configuration & Integration Specification Creation

Based on the findings from the discovery workshops and on-site vehicle surveys, we will develop a comprehensive System Configuration and Integration Specification. This document will define how the system will be configured and the vehicle hardware will be installed to meet your functional requirements, serving as a blueprint for implementation.

The System Configuration and Integration Specification will include:

- Integration Details – outlining how the solution interfaces with existing systems and third-party platforms.
- System Architecture and Network Diagrams – providing a visual and technical overview of system components and connectivity.
- Configuration Parameters – detailing system settings aligned with operational needs.
- Customer-Specific Customizations – capturing any bespoke features required by your agency.
- Vehicle Installation Schematics and Hardware Bill of Materials (BOM) – ensuring accurate and consistent hardware deployment across all vehicle types.

This specification ensures clarity, alignment, and readiness for the subsequent phases of implementation.

➢ Solution Configuration & Integration Specification Review

We will then conduct a review meeting with you to ensure understanding and answer any questions before submitting the document for review and approval.

Phase Three: Vehicle Procurement, Configuration, Testing, & Shipping

Vehicle Hardware Procurement & Shipping

Upon approval of the System Configuration and Integration Specification, Connexionz will initiate the procurement process for all required hardware.

All components will be shipped to our facilities for initial configuration, quality assurance testing, and final packaging before deployment.

Vehicle Cellular Data Plans & SIM Card Shipping

We will provide your team with detailed specifications for the Connexionz provided cellular router hardware. This will enable you to procure the appropriate SIM cards, which should be shipped to Connexionz for integration and testing as part of the hardware configuration process.

Vehicle Hardware Configuration, Testing & Shipping

Once all hardware and SIM cards are received, our team will proceed with full system configuration and quality assurance testing. Each unit will undergo a series of static functional tests to verify that both hardware and software components operate as expected. Any defects identified during this phase will be promptly addressed and resolved.

Following successful testing, all hardware will be packaged and shipped for installation.

Phase Four: System Installation, Configuration, & Testing

Dispatch Cloud & ITS System Install

Our technical team will provision, configure, and test your hosted environment in accordance with the approved System Configuration and Integration Specification.

This ensures that all system components are correctly deployed and fully operational prior to go-live.

UTA Integration Configuration & Testing

The UTA team will configure the APC NTD system and validate the standard integration with Connexionz. This ensures that all relevant data is accurately transmitted and available within UTA's reporting environment, ready for NTD reporting.

Public Website & Eng/Span Language Configuration & Testing

Our technical team will customize and test the website in line with the approved System Configuration and Integration Specification and then deploy them ready for end-user use.

Stops, Routes, Stop Announcements & Schedule Configuration

Connexionz offers flexible options for importing your transit data. We can ingest your existing GTFS dataset or import stop locations directly from a list of GPS coordinates provided by your team. This provides a solid foundation for route configuration without extensive manual entry.

Our Trainer will work closely with your Transit Planners to:

- Review and validate imported data.
- Demonstrate how to create and configure stops and routes using the Route Planner application.
- Guide the team through the creation of real-world route examples.

This hands-on approach ensures your team gains the skills and confidence to independently manage all future stops, routes, and schedule updates. By enabling self-sufficiency, your agency can maintain accurate rider-facing data without relying on external support.

As a final step in this phase, a complete schedule will be created and imported into the Connexionz system in preparation for training and go-live.

SMS System Setup, Configuration, & Testing

The Connexionz Project Manager will provide Alesig with access to the Connexionz Core GTFS static and real-time endpoints.

The Alesig technical team will then customize and test the SMS solution in accordance with the approved System Configuration and Integration Specification, ensuring it is ready for training.

Way Sine Signage Integration Configuration

The Connexionz Project Manager will provide Way Sine with access to the Connexionz Core GTFS static and real-time endpoints.

Way Sine will configure the signage content management system (CMS) to utilize these endpoints, enabling scheduled and real-time stop ETAs to be displayed on the existing signage.

Phase Five: Full Fleet Installation & Testing

Full Fleet Installation Planning & Bookings

Upon completion of hardware delivery and successful Connexionz Core system configuration and testing, our Project Manager will collaborate with your team to schedule vehicle installations. The goal is to minimize operational disruption while maintaining efficient throughput across the installation line.

Full Fleet Vehicle Installation, Testing & Sign-off

The Connexionz Lead Field Technician will be on-site for the duration of the installation period, serving as the primary point of contact.

➢ Full Fleet Vehicle Installation & Testing

Before installation commencement, Connexionz will work with your team to ensure full alignment with your operational protocols, including:

- Working hours.
- On-site communication channels and key personnel.
- Workplace layout, safety rules, and procedures.
- Risk identification and mitigation strategies
- Incident and injury management processes.

During the installation phase, our Field Technician will:

- Manage on-site inventory and installation resources.
- Complete all installation quality checks.
- Conduct pre- and post-installation testing.
- Coordinate vehicle availability with your Operations and Maintenance teams to optimize throughput.

The installation process will involve:

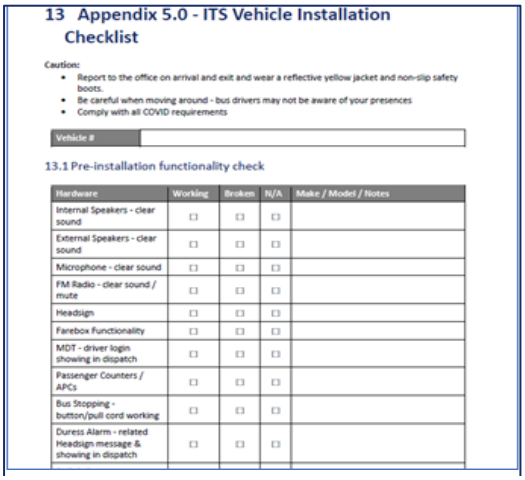
- Pre-Installation Testing – to identify any existing issues before installation.
- Hardware Installation – deployment of solution components.
- Post-Installation Testing – to verify system functionality and ensure no new issues have been introduced.
- Documentation – including test checklists, serial number records, and installation photographs.
- Site Cleanup and Closeout.

➢ Fleet Testing

Connexionz will provide a comprehensive Vehicle Installation Testing Checklist, which includes:

- **A full fleet list** detailing Bus #, Make, Year, VIN, License Plate, and hardware components.
- **Pre-Installation Functionality Tests** – to detect pre-existing issues and protect both parties from post-installation disputes.

- **Post-Installation Functionality Tests** – to confirm system performance and capture supporting evidence.
- **Serial Number Documentation** – for warranty and configuration management.
- **Installation Photographs** – to verify installation quality.



13 Appendix 5.0 - ITS Vehicle Installation Checklist

Caution:
- Report to the office on arrival and exit and wear a reflective yellow jacket and non-slip safety boots.
- Be careful when moving around - bus drivers may not be aware of your presences
- Comply with all COVID requirements

Vehicle #

13.1 Pre-installation functionality check

Hardware	Working	Broken	N/A	Make / Model / Notes
Internal Speakers - clear sound	☐	☐	☐	
External Speakers - clear sound	☐	☐	☐	
Microphone - clear sound	☐	☐	☐	
FM Radio - clear sound / mute	☐	☐	☐	
Headsign	☐	☐	☐	
Farebox Functionality	☐	☐	☐	
MDT - driver login showing in dispatch	☐	☐	☐	
Passenger Counters / APCs	☐	☐	☐	
Bus Stopping - button/pull cord working	☐	☐	☐	
Duress Alarm - related Headsign message & showing in dispatch	☐	☐	☐	

Image - Test Checklist - example ITS vehicle installation, based on lessons learned from previous similar projects. Each document is checked by the Project Manager.

➢ Full Fleet Vehicle Road Test Sign-off

Following installation, Connexionz recommends that your Lead Technical Representative conduct a final inspection and road test for each vehicle. This ensures installation quality and confirms readiness for revenue service, assuring that no defects were introduced during installation.

Full Fleet Hardware Installation Test Reports

Upon completion of the fleet installation, our Project Manager will compile and submit all Installation Test Reports for your review and formal approval.

Phase Six: System Training

Training Prep

As part of the training preparation phase, Connexionz will ensure all necessary resources, access, and logistics are in place to support a smooth and effective training experience. Our Project Manager will be responsible for coordinating and executing the following activities:

- Develop a comprehensive Training Plan, which will be submitted for your review and approval before training delivery.
- Distribute all required training documentation in advance of training workshops.
- Set up user accounts and provide access to the Connexionz Support Desk.
- Configure user access to Connexionz Core and all related applications.
- Coordinate all training session bookings and ensure prerequisite tasks are completed.

The Training Plan will include:

- Training approach and methodology.

- Detailed training schedule.
- Contact information, roles, and responsibilities of all involved parties.
- Mapping of training workshops to training guides.
- Workshop agendas, including:
    - Intended audience.
    - Required equipment.
    - Prerequisites.
    - Workshop topics and durations.
    - Assigned trainer(s).

This structured approach ensures that all stakeholders are well-prepared and that training sessions are aligned with your operational needs and learning objectives.

Training Workshops

Connexionz will deliver a comprehensive training program aligned with the approved Training Plan, ensuring your team is fully equipped to operate and maintain the system effectively.

Training will be conducted both on-site and remotely, as outlined below:

- Operator Core System User Training (On-site).
- Agency Core System Training (On-site).
- SMS System Live Training & Configuration (Remote).
- Vehicle System Installation Overview & Maintenance Training (On-site).
- Reporting & Analysis Training (Remote).
- UTA APC Report Training (Remote).
- UTA Ride-along Validation Training (Remote).

Following the on-site workshops, Connexionz will remain on-site for one additional day to provide hands-on support as users begin interacting with the live system. This ensures immediate assistance is available for practical, real-time questions - often the most valuable part of the learning process.

Insights Reporting & Analysis training is scheduled after the system goes live to allow time for the system to collect meaningful operational data.

➢ Supplemental Training

Connexionz also offers additional remote training sessions at no extra cost. These sessions can be arranged upon request to support ongoing learning and system optimization.

Phase Seven: Burn-in Testing, Support, & Approval, & Project Closure

System Burn-in Testing, Support, & Approval

The System Burn-in phase begins upon completion of the Full Fleet Installation & Testing. Over the course of 2 weeks, your team will operate the system under normal day-to-day conditions, including revenue service activities.

During this phase:

- Connexionz will provide daily check-ins and updates to monitor system performance.
- Our Project Manager will log and track any issues raised, coordinating with our team to investigate, resolve, and document each item.
- All findings and resolutions will be communicated clearly to ensure transparency and progress tracking.

Upon successful completion of the burn-in period, Connexionz will formally request System Acceptance.

Project Closure

Following System Acceptance, Connexionz will initiate the Project Closure process.

Our Project Manager will compile all relevant documentation and facilitate a closure workshop to:

- Present the Support and Maintenance Agreement
- Hand you over to our dedicated Account Manager and Customer Support Technician for on-going support.
- Provide all warranty documentation, including serial numbers for installed and spare hardware (if included)
- Present the Project Acceptance Certificate

You will be asked to review and approve both the Support and Maintenance Agreement and the Project Acceptance Certificate.

Once approved, your agency will transition to business-as-usual support, with your Account Manager and Customer Support Technician serving as your primary contacts for all ongoing operational needs.

Phase Eight: Journey Planner Integration

(Google Transit, Apple Maps, TransitApp/Mooveit)

As soon as the routes are configured and the schedule has been imported, we will work directly with Google Transit and the other Journey Planner provider representatives to answer all questions required to validate and integrate the GTFS static data feed into Google Transit.

Following the GTFS static data approval and bus tracking integration configuration, we will work with Google Transit representatives to answer all questions required to validate the GTFS real-time data feeds, which is the last step for full Google Transit integration.

Project Schedule

Earlier, we highlighted our proven Implementation Methodology, which has consistently kept our agency partners satisfied throughout the years.

The Project Schedule will define all the work needed to deliver the project and detail the phases, tasks, estimated start and finish dates, estimated duration, required resources, and task predecessors.

The project schedule will be updated to reflect any changes made during contract negotiations, reviewed and finalized during the Project Initiation meeting, and then baselined to ensure the project can be tracked appropriately to meet all required dates.

The project schedule is a living, breathing document that our Project Manager will constantly maintain throughout the project's life. It is a valuable tool used to help ensure project dates are met and would only be changed through the approved change control process.

ID	Task Name	Duration	Start	Finish	Resource Names	Predecessors
1	**SLO - ITS Implementation - Core Project**	**73.81 days**	**Mon 24 Nov '25**	**Thu 19 Mar '26**		
2	**Project Initiation**	**8.25 days**	**Mon 24 Nov '25**	**Thu 4 Dec '25**		
3	*Project NTP*	***0 days***	***Mon 24 Nov '25***	***Mon 24 Nov '25***		
4	Contract Finalization	40 hrs	Mon 24 Nov '25	Fri 28 Nov '25	CNX - Sales,SLO - Proj Lead	3
5	Project Initiation On-site Meeting Agenda & Bookings	0.5 hrs	Mon 1 Dec '25	Mon 1 Dec '25	CNX - Project Manager	4
6	Project Charter & Schedule Review	1 hr	Wed 3 Dec '25	Wed 3 Dec '25	CNX - Project Manager,SLO - Proj Lea	5FS+2 days
7	Project Issues, Risks, and Change Management Plans Review	0.5 hrs	Wed 3 Dec '25	Wed 3 Dec '25	CNX - Project Manager,SLO - Proj Lea	6
8	***Project Charter, Requirements & Schedule Approval***	***8 hrs***	***Wed 3 Dec '25***	***Thu 4 Dec '25***	***SLO - Proj Lead***	***7***
9	***Project Initiation - Complete***	***0 hrs***	***Thu 4 Dec '25***	***Thu 4 Dec '25***		***8***
10	***Milestones 1 Invoice Payment Processed***	***8 hrs***	***Thu 4 Dec '25***	***Fri 5 Dec '25***	***SLO - Accounts***	***9***
11	**Discovery & Design**	**11.5 days**	**Wed 3 Dec '25**	**Thu 18 Dec '25**		
12	**Solution Discovery & Design Prep**	**4 days**	**Wed 3 Dec '25**	**Tue 9 Dec '25**		
13	Solution Discovery Planning & Bookings	1 hr	Wed 3 Dec '25	Wed 3 Dec '25	SLO - Proj Lead,CNX - Project Manage	7
14	Send Vehicle Manufacturer Schematics	32 hrs	Wed 3 Dec '25	Tue 9 Dec '25	SLO - Proj Lead[5%]	7
15	***Solution Discovery & Design Prep - Complete***	***0 days***	***Tue 9 Dec '25***	***Tue 9 Dec '25***		***13,14***

16	**Solution Discovery**	**3.25 days**	**Wed 10 Dec '25**	**Mon 15 Dec '25**		
17	ITS Configuration & Integration Requirements Workshop - Remote	1 hr	Wed 10 Dec '25	Wed 10 Dec '25	SLO - Proj Team,CNX - BA	13FS+5 days
18	SMS System Configuration Workshop	1 hr	Wed 10 Dec '25	Wed 10 Dec '25	Alesig,SLO - Proj Team,CNX - BA	17
19	Vehicle Hardware Installation Requirements Survey – On-site 19 * Vehicles	26 hrs	Wed 10 Dec '25	Mon 15 Dec '25	SLO - Lead Mech,CNX - Lead Field Tec	13FS+5 days
20	Send Discovery Deliverables	24 hrs	Wed 10 Dec '25	Mon 15 Dec '25	SLO - Proj Team	17
21	***Solution Discovery - Complete***	***0 hrs***	***Mon 15 Dec '25***	***Mon 15 Dec '25***		***17,20,19***
22	**Solution Design Creation, Review & Approval**	**2.13 days**	**Mon 15 Dec '25**	**Wed 17 Dec '25**		
23	Vehicle Install Schematics & Bill of Materials Creation	8 hrs	Mon 15 Dec '25	Tue 16 Dec '25	CNX - Tech Lead	14,19
24	ITS Solution Configuration & Integration Specification Creation	4 hrs	Tue 16 Dec '25	Tue 16 Dec '25	CNX - BA	17FS+3 days,20,23F
25	ITS Solution Configuration & Integration Specification Review	1 hr	Tue 16 Dec '25	Tue 16 Dec '25	CNX - Project Manager,SLO - Proj Tea	24
26	***ITS Solution Configuration & Integration Specification Approval***	***8 hrs***	***Tue 16 Dec '25***	***Wed 17 Dec '25***	***SLO - Proj Lead,SLO - Proj Sponsor***	***25***
27	***Solution Design Creation, Review & Approval - Complete***	***0 hrs***	***Wed 17 Dec '25***	***Wed 17 Dec '25***		***26***
28	***Discovery & Design - Complete***	***0 hrs***	***Wed 17 Dec '25***	***Wed 17 Dec '25***		***21,27***
29	***Milestones 2 Invoice Payment Processed***	***8 hrs***	***Wed 17 Dec '25***	***Thu 18 Dec '25***	***SLO - Accounts***	***28***

30	**Vehicle Procurement, Configuration, Testing, & Shipping**	**24.5 days**	**Thu 18 Dec '25**	**Thu 5 Feb '26**		
31	**Vehicle Hardware Procurement & Shipping**	**10.5 days**	**Thu 18 Dec '25**	**Fri 16 Jan '26**		
32	Vehicle Hardware Procurement	4 hrs	Thu 18 Dec '25	Fri 19 Dec '25	CNX - Tech Lead	29
33	Vehicle Hardware Order Fulfilment & Shipping	4 wks	Fri 19 Dec '25	Fri 16 Jan '26	OEM - Hardware Suppliers	32
34	***Vehicle Hardware Procurement & Shipping - Complete***	***0 hrs***	***Fri 16 Jan '26***	***Fri 16 Jan '26***		***33***
35	**Vehicle Cellular Data Plans & SIM Card Shipping**	**5.31 days**	**Fri 16 Jan '26**	**Fri 23 Jan '26**		
36	Router IMEI Numbers Confirmation (17 * Routers)	0.5 hrs	Fri 16 Jan '26	Fri 16 Jan '26	CNX - Tech Lead	32FS+2 wks
37	Procure Cellular Data Plans & SIM Cards	2 hrs	Fri 16 Jan '26	Fri 16 Jan '26	SLO - Proj Lead	36
38	SIM Card Shipping	5 days	Fri 16 Jan '26	Fri 23 Jan '26	Cellular Provider	37
39	**Vehicle Cellular Data Plans & SIM Card Shipping - Complete**	**0 days**	**Fri 23 Jan '26**	**Fri 23 Jan '26**		**38**
40	**Vehicle Hardware Configuration, Testing & Shipping**	**14 days**	**Fri 16 Jan '26**	**Thu 5 Feb '26**		
41	Vehicle Cellular Router Hardware Configuration & Testing (0.5 * 17 Vehicles)	8.5 hrs	Fri 23 Jan '26	Mon 26 Jan '26	CNX - Tech Support	39,34
42	Vehicle Cellular Router Wi-Fi Configuration & Testing (0.5 * 17 Vehicles)	8.5 hrs	Mon 26 Jan '26	Tue 27 Jan '26	CNX - Tech Support	41
43	Vehicle VLU Hardware Configuration & Testing (1 hr * 19 Vehicles)	19 hrs	Tue 27 Jan '26	Fri 30 Jan '26	CNX - Tech Support	53,42,158
44	Router & VLU Packing (0.5 hr * 19 Vehicles)	9.5 hrs	Fri 30 Jan '26	Mon 2 Feb '26	CNX - Tech Support	43
45	Vehicle Cabling Hardware Packaging (1.25 hr * 19 Vehicles)	19 hrs	Fri 16 Jan '26	Tue 20 Jan '26	CNX - Workshop Assistant	34
46	Vehicle Hardware Shipping	24 hrs	Mon 2 Feb '26	Thu 5 Feb '26	Courier	41,43,44,45
47	***Vehicle Hardware Configuration, Testing & Shipping - Complete***	***0 hrs***	***Thu 5 Feb '26***	***Thu 5 Feb '26***		***46***
48	***Vehicle Procurement, Configuration, Testing, & Shipping - Complete***	***0 hrs***	***Thu 5 Feb '26***	***Thu 5 Feb '26***		***34,39,47***

49	**System Installation, Configuration, & Testing**	**22.47 days**	**Wed 17 Dec '25**	**Mon 2 Feb '26**		
50	**Dispatch Cloud & ITS System Install**	**2.5 days**	**Wed 17 Dec '25**	**Mon 5 Jan '26**		
51	Build Hosting Environment, ITS Core Installation, Configuration & Testing	20 hrs	Wed 17 Dec '25	Mon 5 Jan '26	CNX - Snr Dev	28
52	Vehicle & GPS Cell Server Setup	4 hrs	Wed 17 Dec '25	Thu 18 Dec '25	CNX - Snr Dev 1	28
53	***Dispatch Cloud & ITS System Install - Complete***	***0 hrs***	***Mon 5 Jan '26***	***Mon 5 Jan '26***		***51,52***
54	**UTA Integration Configuration, & Testing**	**0.25 days**	**Mon 5 Jan '26**	**Mon 5 Jan '26**		
55	UTA Integration Configuration & Testing	2 hrs	Mon 5 Jan '26	Mon 5 Jan '26	UTA,CNX - Snr Dev	51
56	***UTA Integration Configuration & Testing - Complete***	***0 days***	***Mon 5 Jan '26***	***Mon 5 Jan '26***		***55***
57	**Public Website & Eng/Span Language Configuration & Testing**	**7 days**	**Mon 5 Jan '26**	**Wed 14 Jan '26**		
58	Public Website Configuration & Testing	32 hrs	Mon 5 Jan '26	Fri 9 Jan '26	CNX - Snr Dev 1	53
59	English/Spanish Language Translation Configuration & Testing	24 hrs	Fri 9 Jan '26	Wed 14 Jan '26	CNX - Snr Dev 1	58
60	***Public Website & Eng/Span Language Configuration & Testing - Complete***	***0 days***	***Wed 14 Jan '26***	***Wed 14 Jan '26***		***59***
61	**Stops, Routes, Stop Announcements & Schedule Configuration**	**20.41 days**	**Wed 17 Dec '25**	**Thu 29 Jan '26**		
62	Send Stop & Route Data	8 hrs	Wed 17 Dec '25	Thu 18 Dec '25	SLO - Proj Lead	28
63	Import Stop & Rout Data	4 hrs	Mon 5 Jan '26	Mon 5 Jan '26	CNX - Snr Dev	56,62
64	Stop, Route, Stop Announcements & Schedule Configuration Training Booking	0.25 hrs	Tue 6 Jan '26	Tue 6 Jan '26	SLO - Proj Lead,CNX - Trainer	63

65	**Stop, Route, Stop Announcements & Schedule Configuration Training Work**	**15.13 days**	**Thu 8 Jan '26**	**Thu 29 Jan '26**		
66	Stop, Route, Stop Announcements & Schedule Configuration Training Wo	2 hrs	Thu 8 Jan '26	Thu 8 Jan '26	SLO - Proj Lead,CNX - Trainer,SLO - Pla	64FS+2 days
67	Stop, Route, Stop Announcements & Schedule Configuration Training Wo	1 hr	Thu 15 Jan '26	Thu 15 Jan '26	CNX - Trainer,SLO - Planners	66SS+1 wk
68	Stop, Route, Stop Announcements & Schedule Configuration Training Wo	1 hr	Thu 22 Jan '26	Thu 22 Jan '26	CNX - Trainer,SLO - Planners	67SS+1 wk
69	Stop, Route, Stop Announcements & Schedule Configuration Training Wo	1 hr	Thu 29 Jan '26	Thu 29 Jan '26	CNX - Trainer,SLO - Planners	68SS+1 wk
70	***Stop, Route, Stop Announcements & Schedule Configuration Training Workshop - Complete***	***0 days***	***Thu 29 Jan '26***	***Thu 29 Jan '26***		***69***
71	Stop, Route, Stop Announcements & Schedule Configuration	3 wks	Thu 8 Jan '26	Thu 29 Jan '26	SLO - Planners[20%]	70FF
72	Stop, Route, Stop Announcements & Schedule Configuration Support & QA	15 hrs	Tue 27 Jan '26	Thu 29 Jan '26	CNX - Trainer	71FF
73	***Stop, Route, Stop Announcements & Schedule Configuration Complete***	***0 hrs***	***Thu 29 Jan '26***	***Thu 29 Jan '26***		***72***
74	**SMS System Setup, Configuration, & Testing**	**1.03 days**	**Thu 29 Jan '26**	**Fri 30 Jan '26**		
75	Send GTFS & GTFS-RT Feed Links	0.25 hrs	Thu 29 Jan '26	Thu 29 Jan '26	CNX - Project Manager	73
76	SMS System Setup, Configuration, & Testing	8 hrs	Thu 29 Jan '26	Fri 30 Jan '26	Alesig	75
77	***SMS System Setup, Configuration, & Testing - Complete***	***0 days***	***Fri 30 Jan '26***	***Fri 30 Jan '26***		***76***
78	**Way Sine Signage Integration Configuration**	**1.03 days**	**Thu 29 Jan '26**	**Fri 30 Jan '26**		
79	Send GTFS & GTFS-RT Feed Links	0.25 hrs	Thu 29 Jan '26	Thu 29 Jan '26	CNX - Project Manager	75
80	Configure GTFS & GTFS-RT Links	8 hrs	Thu 29 Jan '26	Fri 30 Jan '26	Way Sine	79
81	***Way Sine Signage Integration Configuration***	***0 days***	***Fri 30 Jan '26***	***Fri 30 Jan '26***		***80***
82	***System Installation, Configuration, & Testing - Complete***	***0 days***	***Fri 30 Jan '26***	***Fri 30 Jan '26***		***53,73,56,60,77,81***
83	***Milestone 3 Invoice Payment Processed***	***8 hrs***	***Fri 30 Jan '26***	***Mon 2 Feb '26***	***SLO - Accounts***	***82***

84	**Full Fleet Installation & Testing**	**26.56 days**	**Thu 22 Jan '26**	**Fri 27 Feb '26**		
85	**Full Fleet Installation Planning & Bookings**	**0.13 days**	**Thu 22 Jan '26**	**Thu 22 Jan '26**		
86	Full Fleet Installation Planning & Bookings	1 hr	Thu 22 Jan '26	Thu 22 Jan '26	SLO - Proj Lead,CNX - Project Manage	48FS-2 wks
87	***Full Fleet Installation Planning & Bookings - Complete***	***0 days***	***Thu 22 Jan '26***	***Thu 22 Jan '26***		***86***
88	**Full Fleet Vehicle Installation, Testing & Sign-off**	**10.63 days**	**Thu 5 Feb '26**	**Fri 20 Feb '26**		
89	Field Tech On-site Induction & Prep	8 hrs	Thu 5 Feb '26	Fri 6 Feb '26	CNX - Lead Field Tech	87,48FS+4.5 hrs
90	Fixed Route Vehicle Cellular Router Installation & Testing - 2 Hrs Per Vehicle * 17 Vehicles = 34 hrs	17 hrs	Fri 6 Feb '26	Tue 10 Feb '26	CNX - Lead Field Tech,CNX - Field Tech 1	89
91	Fixed Route Vehicle Installation & Testing - 6 Hrs Per Vehicle * 19 Vehicles = 114 hrs - Core + Options Install = 8 Hours Per Bus Installation	57 hrs	Tue 10 Feb '26	Fri 20 Feb '26	CNX - Field Tech 1,CNX - Lead Field Tech	90
92	Existing Cradlepoint Cellular Router Configuration - 2 Hrs Per Vehicle * 2 Vehicles = 4 Hrs	2 hrs	Fri 20 Feb '26	Fri 20 Feb '26	CNX - Lead Field Tech,CNX - Field Tech 1	91
93	Existing Cradlepoint Cellular Router Wi-Fi Configuration - 0.5 Hrs Per Vehicle * 2 Vehicles = 1 Hrs	1 hr	Fri 20 Feb '26	Fri 20 Feb '26	CNX - Tech Support	92
94	Full Fleet Vehicle Installation Inspection & Road Test Sign-off	19 hrs	Wed 18 Feb '26	Fri 20 Feb '26	SLO - Lead Mech	93FF
95	***Full Fleet Vehicle Installation, Testing & Sign-off - Complete***	***0 days***	***Fri 20 Feb '26***	***Fri 20 Feb '26***		***90,92,94***
96	**Full Fleet Hardware Installation Test Reports**	**1.38 days**	**Wed 25 Feb '26**	**Thu 26 Feb '26**		
97	Full Fleet Hardware Installation Test Reports Compilation & Submission	3 hrs	Wed 25 Feb '26	Wed 25 Feb '26	CNX - Project Manager	95FS+3 days
98	***Full Fleet Hardware Installation Test Reports Approval***	***8 hrs***	***Wed 25 Feb '26***	***Thu 26 Feb '26***	***SLO - Proj Lead***	***97,95***
99	***Full Fleet Hardware Installation Test Reports - Complete***	***0 days***	***Thu 26 Feb '26***	***Thu 26 Feb '26***		***98***

100	***Full Fleet Installation & Testing - Complete***	***0 days***	***Thu 26 Feb '26***	***Thu 26 Feb '26***		***95,87,99***
101	***Milestone 4 Invoice Payment Processed***	***8 hrs***	***Thu 26 Feb '26***	***Fri 27 Feb '26***	***SLO - Accounts***	***100***
102	**System Training**	**24.63 days**	**Thu 22 Jan '26**	**Wed 25 Feb '26**		
103	**Training Prep**	**1.66 days**	**Thu 22 Jan '26**	**Mon 26 Jan '26**		
104	Training Plan Creation & Submittal	3 hrs	Thu 22 Jan '26	Thu 22 Jan '26	CNX - Trainer	87
105	***Training Plan Approval & Trainee Confirmation***	***8 hrs***	***Thu 22 Jan '26***	***Fri 23 Jan '26***	***SLO - Proj Lead***	***104***
106	Support Desk Setup	0.25 hrs	Fri 23 Jan '26	Fri 23 Jan '26	CNX - Tech Support	105
107	Make Bookings for Training & Set-up Trainees	2 hrs	Fri 23 Jan '26	Mon 26 Jan '26	SLO - Proj Lead,CNX - Project Manager	106
108	***Training Prep - Complete***	***0 days***	***Mon 26 Jan '26***	***Mon 26 Jan '26***		***107,104,105,106***
109	**Training Workshops**	**7.19 days**	**Fri 13 Feb '26**	**Tue 24 Feb '26**		
110	Operator (Dispatcher and Supervisor) Core System User Training – On-site	3 hrs	Fri 13 Feb '26	Mon 16 Feb '26	CNX - Trainer,SLO - Trainees	108,89FS+5 days
111	Agency Core System User Training – On-site	1 hr	Mon 16 Feb '26	Mon 16 Feb '26	CNX - Trainer,SLO - Trainees	110
113	Training Go-live Support – On-site	8.5 hrs	Mon 16 Feb '26	Tue 17 Feb '26	CNX - Trainer	112
114	SMS System Live Training & Configuration - Remote	1.5 hrs	Mon 16 Feb '26	Mon 16 Feb '26	Alesig,SLO - Trainees	112
115	Report & Analysis Training - Remote	1 hr	Tue 24 Feb '26	Tue 24 Feb '26	CNX - Trainer,SLO - Trainees	113FS+1 wk
116	Vehicle System Installation Overview & Maintenance Training – On-site	1 hr	Fri 20 Feb '26	Fri 20 Feb '26	SLO - Maintenance Team,CNX - Lead	95
117	UTA APC Report Training – Remote	4 hrs	Tue 24 Feb '26	Tue 24 Feb '26	UTA Trainer,SLO - Trainees	115

118	UTA Ride-along Validation Training - Remote	1 hr	Fri 20 Feb '26	Fri 20 Feb '26	UTA Trainer,SLO - Trainees	116
119	***Training Workshops - Complete***	***0 days***	***Tue 24 Feb '26***	***Tue 24 Feb '26***		***110,111,113,115,11***
120	***System Training - Complete***	***0 hrs***	***Tue 24 Feb '26***	***Tue 24 Feb '26***		***119***
121	***Milestone 5 Invoice Payment Processed***	***8 hrs***	***Wed 25 Feb '26***	***Wed 25 Feb '26***	***SLO - Accounts***	***120***
122	**System Operations Support, Burn-in Testing, Support, & Approval, & Project Closu**	**15.38 days**	**Tue 17 Feb '26**	**Tue 10 Mar '26**		
123	**System Burn-in Testing, Support, & Approval**	**11 days**	**Tue 17 Feb '26**	**Wed 4 Mar '26**		
124	System Burn-in Testing	2 wks	Tue 17 Feb '26	Tue 3 Mar '26	SLO - Operations Team	113
125	System Burn-In Testing Support & Issue Investigation	8 hrs	Mon 2 Mar '26	Tue 3 Mar '26	CNX - Proj Team	124FF
126	***System Burn-in Testing Approval & GO-LIVE***	***8 hrs***	***Tue 3 Mar '26***	***Wed 4 Mar '26***	***SLO - Proj Lead***	***124,120,100***
127	***System Burn-in Testing, Support, & Approval - Complete***	***0 days***	***Wed 4 Mar '26***	***Wed 4 Mar '26***		***126***
128	**Project Closure**	**3.38 days**	**Wed 4 Mar '26**	**Mon 9 Mar '26**		
129	Project Closure Meeting Prep	8 hrs	Wed 4 Mar '26	Thu 5 Mar '26	CNX - Project Manager	127
130	Confirm Requirements Compliance, SMA & BAU Support Process, & Hardware Warranty List	1 hr	Fri 6 Mar '26	Fri 6 Mar '26	CNX - Project Manager,SLO - Proj Lead	129FS+1 day
131	Submit Project Acceptance Certificate	2 hrs	Fri 6 Mar '26	Fri 6 Mar '26	CNX - Project Manager	130
132	***Project Acceptance Certificate Approval***	***8 hrs***	***Fri 6 Mar '26***	***Mon 9 Mar '26***	***SLO - Proj Lead***	***131***
133	***Project Closure - Complete***	***0 hrs***	***Mon 9 Mar '26***	***Mon 9 Mar '26***		***132***
134	***System Operations Support, Burn-in Testing, Support, & Approval, & Project Closure- Complete***	***0 days***	***Mon 9 Mar '26***	***Mon 9 Mar '26***		***133***
135	***Milestone 6 Invoice Payment Processed***	***8 hrs***	***Mon 9 Mar '26***	***Tue 10 Mar '26***	***SLO - Accounts***	***134***

136	***SMA Invoice Payment Processed***	***8 hrs***	***Mon 9 Mar '26***	***Tue 10 Mar '26***	***SLO - Accounts***	***134***
137	**Journey Planner Integration**	**56.06 days**	**Wed 17 Dec '25**	**Thu 19 Mar '26**		
138	**Google Transit Integration**	**56.06 days**	**Wed 17 Dec '25**	**Thu 19 Mar '26**		
139	Send Google Transit Account and Feed Info	4 hrs	Wed 17 Dec '25	Thu 18 Dec '25	SLO - Proj Lead	28
140	Google Transit Account Access	0.5 hrs	Thu 18 Dec '25	Thu 18 Dec '25	CNX - Project Manager	139
141	GTFS Static Integration & Google Transit Validation	1 wk	Thu 29 Jan '26	Thu 5 Feb '26	Google Transit	73,140
142	GTFS- Realtime Integration & Google Transit Validation	3 wks	Thu 26 Feb '26	Thu 19 Mar '26	Google Transit	141,100
143	Google Transit Integration Support	3.5 hrs	Thu 19 Mar '26	Thu 19 Mar '26	CNX - Dev 3	141,142FF
144	***Google Transit Integration - Complete***	***0 days***	***Thu 19 Mar '26***	***Thu 19 Mar '26***		***143***
145	**Apple Maps Integration**	**2.13 days**	**Thu 26 Feb '26**	**Mon 2 Mar '26**		
146	Send GTFS Links to Apple Maps	1 hr	Thu 26 Feb '26	Thu 26 Feb '26	CNX - Project Manager	100,113
147	CNX GTFS Data Setup	16 hrs	Thu 26 Feb '26	Mon 2 Mar '26	Apple Maps	146
148	***Apple Maps Integration - Complete***	***0 days***	***Mon 2 Mar '26***	***Mon 2 Mar '26***		***147***
149	**TransitApp/Moovit Integration**	**0.63 days**	**Thu 26 Feb '26**	**Fri 27 Feb '26**		
150	Send GTFS Links to TransitApp/Moovit	1 hr	Thu 26 Feb '26	Fri 27 Feb '26	CNX - Project Manager	146
151	CNX GTFS Data Setup	4 hrs	Fri 27 Feb '26	Fri 27 Feb '26	Mob App Resource	150
152	***TransitApp/Moovit Integration - Complete***	***0 days***	***Fri 27 Feb '26***	***Fri 27 Feb '26***		***151***
153	***Journey Planner Integration - Complete***	***0 days***	***Thu 19 Mar '26***	***Thu 19 Mar '26***		***144,148,152***

Issue, Risk, and Change Management Processes

The CNX Implementation Methodology is built on a foundation of quality and includes formalized processes for managing risks, issues, and change. An overview of these processes is provided in this section to demonstrate our structured and proactive approach to project delivery.

Risk Management Process

Connexionz defines a risk as an uncertain event that, if it occurs, could impact one or more project objectives. Our Risk Management Plan outlines:

- Roles and responsibilities for risk ownership and mitigation.
- Stakeholder and team engagement in proactive risk management.
- The structured process for identifying, evaluating, and responding to risks.
- Criteria for classifying and prioritizing risks.

We categorize risks into two types:

- Threats – Potential events with negative impacts on the project.
- Opportunities – Potential events that could positively influence project outcomes.

To ensure early identification and effective mitigation, our Project Manager will present the Risk Management Plan during the Project Kick-off Meeting. A dedicated risk workshop will also be conducted to collaboratively identify and document potential risks in the Risk Register. Risks will be continuously monitored and reported through regular Project Update Meetings and Status Reports.

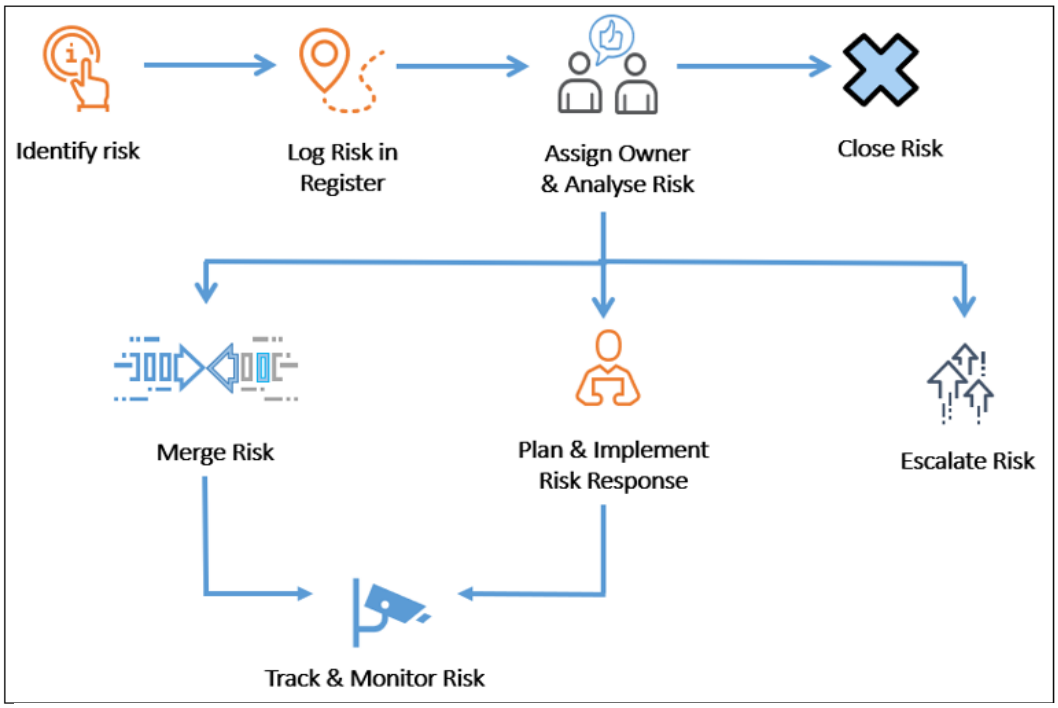


Image - Overview of our Risk Management Process.

Issue Management

An issue is defined as an event that has already occurred and is impacting on the project's ability to meet one or more objectives. Issues may include:

- Requests for change.

- Off-specification defects or bugs.
- Operational problems or concerns.

Our Issue Management Plan, presented during the Project Kick-off Meeting, defines:

- Roles and responsibilities for issue resolution.
- Stakeholder engagement during issue management.
- The process for logging, assessing, and resolving issues.
- Criteria for evaluating and prioritizing issues.

When an issue arises, it is logged in the Issues Register by the Project Manager. The issue is then assessed in collaboration with the project team, prioritized, and resolved. Outcomes and progress are communicated through Project Update Meetings and Status Reports.

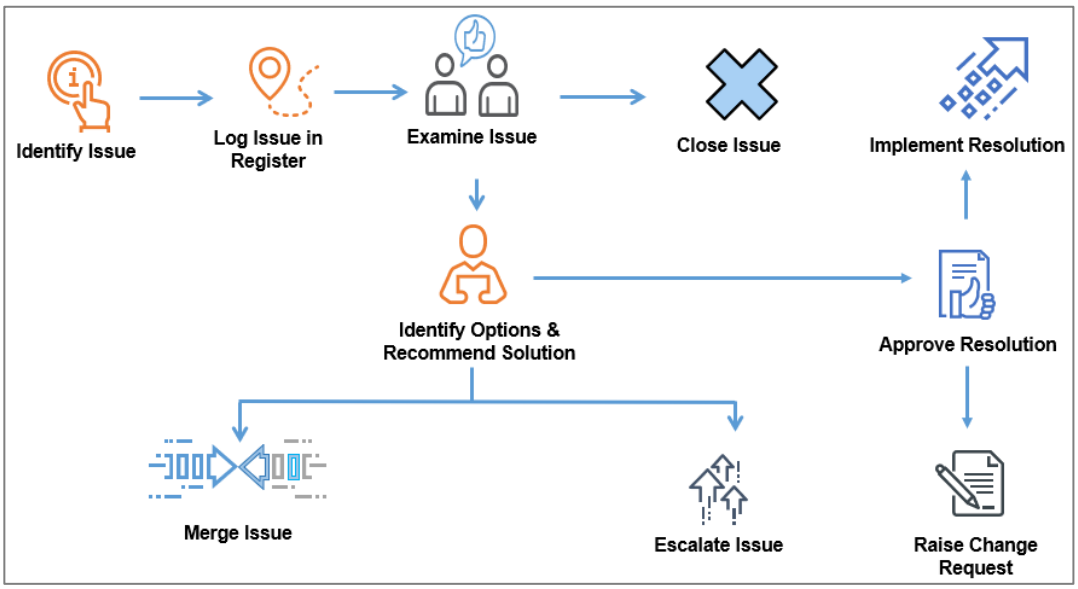


Image - Overview of our Risk Management Process.

Change Management

Changes typically arise from issues identified as off-specification or from evolving project needs. The Change Management Process, introduced during the Project Kick-off Meeting, governs how changes are assessed, approved, and implemented throughout the project.

Key principles include:

- Not all changes result in additional cost—some may be cost-neutral or result in a credit (e.g., removing vehicles from scope).
- All change requests are logged in the Issues Register and discussed with the client before investigation.
- If a change is deemed necessary, a formal Change Request will be submitted for client approval before implementation.

Each Change Request will include:

- A clear description of the proposed change.
- The rationale and potential impact.

- Cost implications (if any).
- Consequences of not proceeding with the change.

This structured approach ensures transparency, accountability, and alignment with project goals.

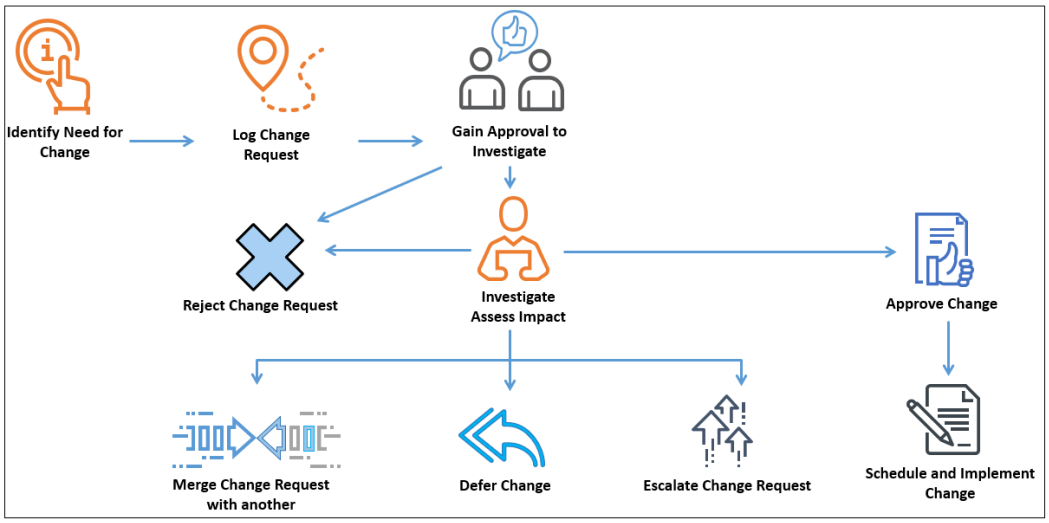


Image - Overview of our Change Management Process.

Project Quality

We believe that ensuring quality during the project is not just about meeting minimum standards. It is about delivering the best possible outcome for stakeholders, customers, and the City of SLO. The benefits of quality extend beyond the completion of the project and contribute to long-term success and growth.

Connexionz uses various strategies to ensure quality during the project, including:

- Conducting internal Project Quality Assurance reviews, to audit that the approved project implementation methodology is being followed appropriately.
- Formalized project artifacts and processes – see the project "Implementation Plan" and "Communication and Documentation Deliverables" sections for information on these aspects.
- Providing project phase acceptance certificates to you for approval and using them as a stage gate to confirm phase acceptance before progressing to subsequent project phases.
- Holding a Project Kick-off Meeting to discuss and approve the following:
    - Project Charter – to confirm the logical, technical, hardware, and integration scope, assumptions, out-of-scope items, roles and responsibilities, project budget, and payment schedule.
    - Project Schedule – to confirm the tasks required to deliver the project, the resources required to deliver each task, the effort involved to complete each task, and the estimated timeframe to deliver each phase.
    - Risk Management Plan – review and confirm the plan and related process.
    - Issue Management Plan – review and confirm the plan and related process.
    - Change Management Process – review and confirm the process.

- Providing a set of identified baseline risks for review and discussion.
- Conducting a Solution Configuration and Integration discovery workshop, documenting the findings, and reviewing it with you before submitting it for approval.
- Conducting vehicle surveys to confirm all hardware installation requirements, documenting the findings, submitting the document for approval, and then holding a workshop to explain the document and answer questions.
- Completing hardware configuration testing before shipping hardware to you for installation.
- Completing vehicle pre-installation testing and Connexionz system post-installation testing on all vehicles, documenting the results, collating the supporting evidence, and reviewing it with you before submitting it for approval.
- Creating a Training Plan to capture all training requirements and submitting it to you for approval.
- Completing on-site training in the live environment, so it is meaningful to trainees.
- Staying on-site after the training workshops when users first start using the system, so Connexionz resources are available to support go-live activities and answer "how" type questions.
- Submitting a Project Acceptance Certificate to you for approval before closing the project.

➢ Communication and Documentation Deliverables

We will create the following project documentation during the project and deliver it in electronic format to your project team:

- Draft and Final Project Plan (PMP) / Schedule – project management schedule and work task breakdown structure detailing start and end dates, resources, duration, dependencies, and status.
- Draft and Final Project Charter– defines the project's logical, technical, hardware, and integration scope, assumptions, out-of-scope items, roles and responsibilities, project budget, and payment schedule.
- Weekly Meeting Minutes and Actions – weekly meeting minutes and notes for current and up-and-coming tasks, action item assignments and due dates, and decisions.
- Project Phase Acceptance Certificates – certificates submitted to the customer for approval at the end of each project phase that matches a payment milestone. Once an acceptance certificate is approved, it signifies the end of the phase and the start of the next (where applicable) and triggers the creation of the related phase payment milestone invoice.
- Issue, Risk, and Change Management Plans – plans on how issues, risks, and changes will be managed for the duration of the project. This document includes how to record, classify, report, and manage all issues, risks, and changes that may occur throughout the life of the project.
- Issues, Risk, and Change Registers/Logs – registers to record all project issues, risks, and changes, which are recorded, classified, assigned, managed, etc., in line with the approved plans.
- ITS Solution Configuration and Integration Specification – includes all customer-specific system technical information, including integrations, configurations, and customizations; vehicle build of materials/hardware lists and installation schematics.
- Hardware Installation Test Reports – the results of the installation testing related to each installed vehicle. These reports include pre-installation tests and outcomes, and post-

installation ITS functional tests and outcomes for each vehicle, including all supporting evidence.

- Training Plan – a plan that details what, how, who, and when for all Connexionz-led training included in the project. This document includes the approach, training schedule, contact details, roles and responsibilities, and the agenda for each training workshop, including the intended audience, required equipment, prerequisites, workshop topics and durations, and trainer details.
- Training Materials – training manuals for each training workshop.
- Hardware Warranty Certificates – certificates that detail of all hardware (serial numbers, etc.) including spares and all installed hardware.
- Support and Maintenance Agreement – details on how to access support, contact details, and the related process. This document includes details on the duration of the support agreement, how incident and support request priorities are set, the target response time for each priority type, the supported system functionality and hardware, and support exceptions.

What Happens After Systems Implementation?

The Proven Connexionz Strength

The success of our project implementation is built on the strength of our collaborative and flexible approach, efficient and effective management systems, and clear and concise communications.

We recognize that every project is unique and that project management cannot be a one-size-fits-all approach. We tailor delivery to each project's specific requirements, taking time and care to understand the functional needs and aspirational goals.

But even better – it is our Support and Service Throughout the Years, which is the bellwether Indicator, and why our customers remain with us for decades.

Technical Support

Connexionz provides comprehensive customer support, available 24/7/365 via toll-free phone, email, or our web-based Support Portal. The Support Portal serves as the central repository for all support activity and is considered the authoritative source for incident tracking and resolution.

All support requests—regardless of how they are initiated—are logged in the Support Portal, which automatically generates a support ticket using our Jira (Atlassian) system. This ensures consistent tracking, transparency, and accountability throughout the support lifecycle.

Upon ticket submission, a Customer Support Technician will triage the incident to determine its priority and classification. If the issue can be resolved during initial triage, the technician will proceed accordingly. If further investigation is required, the ticket will be escalated to a Level 2 or Level 3 support resource for resolution.

Throughout the process, Connexionz will provide regular updates, ensuring your team remains informed of progress, next steps, and estimated resolution timelines. Your team will have full access to the Support Portal, where ticket status and history—including all communications—are visible in real time via the comments log.

This structured and transparent support process ensures timely resolution and continuous visibility for all stakeholders.

Service & Maintenance Agreement

As part of the Project Closure, a Service & Maintenance Agreement is provided to your agency, which defines the incident types, priority levels, timeframes for a response, and target resolution time. The Service & Maintenance Agreement is reviewed yearly to capture additional assets purchased.

We have included five (5) years of Support & Maintenance, and Hardware Warranty.

Sample Service Level Agreement

Below is a sample of the Incident Types, Priorities, and Service Level Response Times within our standard support and maintenance agreement. You will review and approve them during the Project Closure phase, and once the project is approved, they will become part of our business-as-usual support and maintenance processes. All SLAs and terms will be considered when negotiating the final contract.

Incident Types & Priority Levels (SAMPLE)

Priority	Incident Type	Sample Description of Incident
High 1	Connexionz Core	Connection to a hosted solution is completely unavailable. Complete system is unreachable by the Customer's users.
	API's	Customer Web Portal, or GTFS data is unreachable by users.
	Onboard Hardware / Software	Failure of Onboard Hardware / Software impacting greater than 30% of the fleet e.g. X vehicles or more vehicles experiencing issues or not working.
Urgent 2	Connexionz Core	A hosted solution is unavailable. Major or partial system failure causing malfunction and impacting the Customer's users.
	API's	Customer Web Portal or GTFS data is unreachable or does not render the map and/or routes.
	Onboard Hardware / Software	Failure of Onboard Hardware / Software impacting between 5% and 30% of the vehicle not functioning. e.g.: Between X and Y vehicles experiencing issues or not working.
Normal 3	Connexionz Core	A limited number of customer users or non-critical functions affect the system.
	API's	Limited functions within the Customer Web Portal or GTFS data are not available.
	Onboard Hardware / Software	Limited failure of Hardware / Software impacting - Less than 5% of the vehicle fleet unavailable or experiencing issues.
Low 4	Connexionz Core	Minor bugs impacting Customer's users.
	API's	Minor bugs impacting Customer Web Portal or GTFS data.
	Onboard Hardware / Software	Any functionality that does not does not impact critical business functions.

Target Response Times (Sample)

Incident management targets: All timings are calculated from the moment the support request is received by Connexionz or a third-party contractor's support function.

PRIORITY CATEGORY	DESCRIPTION OF INCIDENT	RESPONSE TIME (from the time that Incident is logged)	TARGET RESOLUTION TIME "SUBJECT TO SITE AND HARDWARE ACCESS"
1	Such an Incident will have one or more of the following characteristics: ○ Outage on all Systems ○ Operations are interrupted or halted.	< 60 Minutes	Continuing until reinstatement or until a workaround is provided.

	○ Critical deadlines are threatened.		
2	Such an Incident will have one or more of the following characteristics: ○ Normal operations are interrupted and may be restricted but User is able to continue working. ○ The problem affects only 1 (one) User.	< 4 Hours	Within X business hours
3	Such an Incident will have one or more of the following characteristics: ○ Temporary workaround can be found. ○ Fault does not adversely impact on normal operations. (Non-critical stock spares can take from 6-12 weeks lead time)	Next business day	Within X business days
4	Such an Incident will have one or more of the following characteristics: ○ Minor cosmetic issues ○ General questions or information requests	Next business day	Within mutually agreed timeframes

Weekly/Bi-Weekly/Monthly Meetings

The Connexionz Customer Success Team will maintain proactive engagement with your agency through regularly scheduled meetings. These sessions are designed to:

- Review all open tickets and confirm the next steps.
- Review all closed tickets to confirm they have been successfully resolved, and review the actions taken to resolve them.
- Discuss any issues, concerns, or matters that have not been logged as a ticket
- Discuss short and long-term strategic priorities that influence passenger experience and operational performance,

Our collaborative approach ensures continuous alignment between Connexionz and your agency. Active participation in these meetings strengthens communication, enhances support responsiveness, and enables both teams to anticipate and mitigate potential challenges. This partnership fosters a shared understanding of strategic developments and ensures the delivery of optimal technology solutions.

To support these discussions, Connexionz provides structured reporting and visual materials tailored for weekly, bi-weekly, or monthly meetings. Representative slides and dashboards are included below to illustrate the types of insights and updates typically shared.

Image - Example of Monthly Customer Report For Santa Clarita Transit.

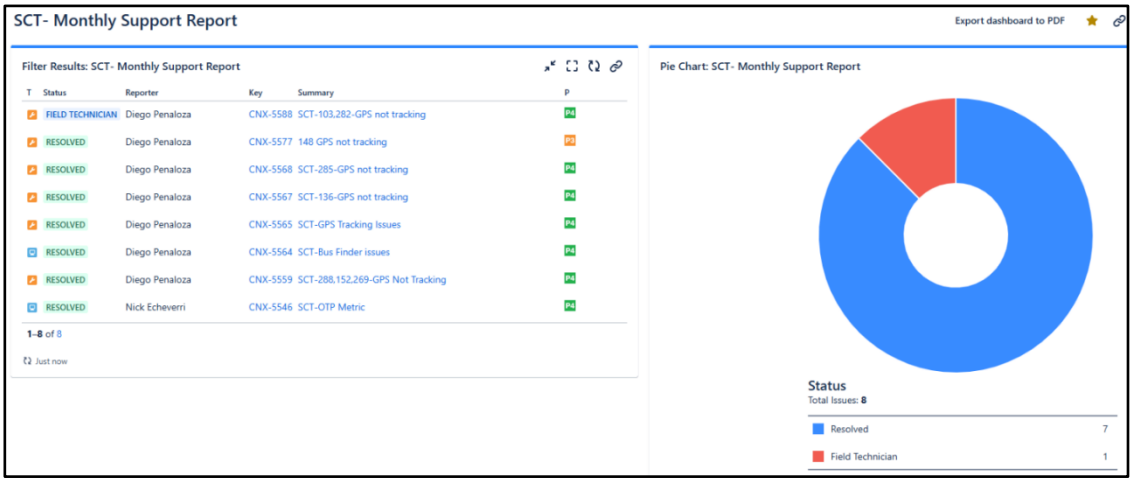


Image - Example of Monthly Support Report for Santa Clarita Transit.

The Finest Training

Immediate Impact, Enduring Commitment

With over two decades of experience training transit agencies, Connexionz ensures your team will gain confidence and proficiency in using Connexionz Core. Our Customer Success Team will work closely with your agency to tailor training that meets your operational needs and supports your staff effectively.

All training is delivered by Connexionz employees. Each module incorporates practical learning methods, including instructor-led overviews, interactive system use, and real-world operational scenarios where applicable.

For optimal learning outcomes, we recommend class sizes of 6 to 8 participants. Smaller groups consistently lead to better knowledge retention and increased confidence among trainees.

Connexionz On-site Training Needs

For successful on-site training for the Agencies, Connexionz will require:

- A room that is large enough to support the staff who are being trained.
- Comfortable seats for all staff and trainers.
- A room with HDMI-based projection is preferred.
- A Wi-Fi connection should be made available.
- For Dispatch and software training – It's helpful to have supervisors bring their own laptops so they can "watch and try".

For Hardware Installation and Maintenance Training, an operating vehicle (not in service) is required with all hardware installed, tested, and in working order.

Training Plan

Our Trainer will create a Training Plan and submit it to the City of SLO for approval before training is conducted. The Training Plan will include:

- Approach.
- Schedule.
- Contact details and roles and responsibilities.
- Training workshop to training guide reference.
- Agenda for each training workshop, including the intended audience, required equipment, prerequisites, workshop topics and durations, and trainer details.

Training Schedule

Our Trainer will work with you to develop a specific training schedule that suits trainee availability and any other operational constraints we need to work with - below is an example of a training schedule that will be produced:

Training Workshop	Workshop Total Time (Hours)	Trainees Required	Trainee Attendance Time (Hours)	Start Time	End Time
Day 1: Dec-13-2022					
Dispatch	5.5	Dispatchers	5.5	8:00 a.m.	1:30 p.m.
		Operations and Agency Management			
Connexionz Support Portal	0.5	Operations and Agency Management	0.5	2:30 p.m.	3:00 p.m.
Route & Schedule Maintenance	1	Planners / Schedulers	1	3:00 p.m.	4:00 p.m.
		Operations and Agency Management		3:00 p.m.	4:00 p.m.
Day 2: Dec-14-2022					
Vehicle MDT & Onboard Systems	4.25	Drivers	1.5	8:30 a.m.	10:00 a.m.
		Operations and Agency Management	4.25	8:30 a.m.	12:45 p.m.
Mobile App & Public Website	0.5	Drivers	0.5	2:00 p.m.	2:30 p.m.
		Customer Attention / Services personnel			
		Operations and Agency Management			
Analysis & Reporting	1.5	Operations and Agency Management	1.5	2:30 p.m.	4:00 p.m.
Bus Hardware Installation & Maintenance Overview	1	Maintenance personnel	1	8:30 a.m.	10:00 a.m.

Training Agenda

Training Agendas provide a more detailed view of each functional and technical training workshop, so trainees know what to expect and can prepare appropriately; include the following:

- Workshop Overview.
- Duration.
- Training Approach.
- Materials Required.
- Participants/Intended Audience.
- Trainer Details.
- Prerequisites.
- Training Topics.

Our Trainer will work with you to develop a specific training agenda that suits resource availability and any other operational constraints we must work with. Below is an example of the training agendas that will be produced:

SECTION	CONTENT
Training Session Title	ITS Dispatch
Overview	This session will provide an overview on how dispatchers, agency and operations teams use the system to dispatch trolleys on trips, and to communicate with drivers and riders
Participants	• Dispatchers • Operations and Agency Management
Duration	5 hour and 30 minutes
CNX Trainer/s	• Mike Stocks – remote • Joey Dillon – onsite
Approach	• The remote trainer will lead the training session by using the configured production ITS system to demonstrate system functions through a shared screen over Microsoft Teams • The onsite trainer will assist with training by provide onsite support to the trainees to use the system • The trainees will then connect to the production ITS system and use the knowledge gained to execute the system functions demonstrated, with the trainers available in support • During the training, the 2 pilot buses will be deployed on live trips in the system, which they will need to run, so they can be used as the bases for training
Prerequisites	• 2 fully tested pilot buses fitted out with ITS, AFC, and VSS hardware connected to the production systems • Production ITS system fully configured, and quality reviewed • Routes and schedule fully configured • Trainees, trainer, and resources booked in • At least one of the pilot trolleys must have run previous trips in the system so historical data can be viewed. Please note – the data should be available as part of the trolley tuning process
Materials Required	• Trainees will require access to a microphone and speaker-capable workstation/laptop, with access to the internet and the CNX Azure-hosted system. • The onsite trainer will require a network connection with access to the internet and the CNX Azure-hosted system. • 2 pilot buses with drivers ready to be dispatched

SESSION ONE – ITS Dispatch All Trainees	TIMING
• How to start Dispatch • Interpret the displays • Trip / Context views • Drivers • Alarms • Yard view • How to assign buses by blocks or trips • Create an assist trip • Resolve conflicting assignments • Adding and altering notes for a trip • Adjust the layouts to suit your work style • View historical trip data • Participants to trial • Overview of key learning points/ Q&A	5 hours & 30 minutes

Image - Example of a Connexionz training agenda.

Price Proposal

Connexionz - City of San Luis Obispo - CAD/AVL - Price Proposal				
Item	**Unit of Measure**	**Estimated Quantity**	**Unit Price**	**Total Price**
Implementation Resources & Expenses				
Project Initiation	*One-Time Fee ($) per Vehicle*	*19*	*$8.68*	*$165.00*
Discovery & Design	*One-Time Fee ($) per Vehicle*	*19*	*$580.26*	*$11,024.86*
Procurement, Configuration, Testing, & Shipping	*One-Time Fee ($) per Vehicle*	*19*	*$299.61*	*$5,692.55*
System Installation, Configuration, & Testing	*One-Time Fee ($) per Vehicle*	*19*	*$489.58*	*$9,301.96*
Full Fleet Installation & Testing	*One-Time Fee ($) per Vehicle*	*19*	*$1,530.30*	*$29,075.73*
System Training	*One-Time Fee ($) per Vehicle*	*19*	*$169.53*	*$3,221.08*
System Performance & Burn-in Testing, Support, & Approval, & Project Closure	*One-Time Fee ($) per Vehicle*	*19*	*$82.50*	*$1,567.51*
Project Hardware				
Medius VLU	*One-Time Fee ($) per Vehicle*	*19*	*$1,482.50*	*$28,167.50*
Cellular Router Kit	*One-Time Fee ($) per Vehicle*	*17*	*$622.25*	*$10,578.25*
Cellular Router Integration Kit	*One-Time Fee ($) per Vehicle*	*2*	*$99.75*	*$199.50*
Network Kit	*One-Time Fee ($) per Vehicle*	*19*	*$42.75*	*$812.25*
Next Stop Sign Integration	*One-Time Fee ($) per Vehicle*	*19*	*$38.00*	*$722.00*
CNX Native APC Integration Cable	*One-Time Fee ($) per Vehicle*	*17*	*$47.50*	*$807.50*
IRIS APC Integration Cable	*One-Time Fee ($) per Vehicle*	*2*	*$99.75*	*$199.50*
Headsign Integration	*One-Time Fee ($) per Vehicle*	*19*	*$80.75*	*$1,534.25*
Speaker Integration	*One-Time Fee ($) per Vehicle*	*19*	*$9.50*	*$180.50*
Project One-Off Charges				
APC Software - UTA Hosted – Web Based Reporting (NTD Certification)	*One-Time Fee*	*1*	*$21,825.00*	*$21,825.00*
Initialization Fee	*One-Time Fee*	*1*	*$250.00*	*$250.00*
Vehicle Hardware Freight	*One-Time Fee*	*19*	*$68.75*	*$1,306.25*

Support & Maintenance Year 1 Breakdown:				
CNX Support Services	*Annual Fee ($)*	*1*	*$10,846.64*	*$10,846.64*
CNX Preventative Maintenance Services	*Annual Fee ($)*	*1*	*$4,337.75*	*$4,337.75*
CNX Hosting	*Annual Fee ($)*	*1*	*$6,670.51*	*$6,670.51*
CNX Core License	*Annual Fee ($)*	*1*	*$13,239.20*	*$13,239.20*
CNX Passenger Experience License	*Annual Fee ($)*	*1*	*$3,819.00*	*$3,819.00*
CNX Vehicle License	*Annual Fee ($)*	*1*	*$4,455.50*	*$4,455.50*
CNX Hardware Warranty	*Annual Fee ($)*	*1*	*$2,056.56*	*$2,056.56*
UTA APC Software Annual Support (Year 1)	*Annual Fee ($)*	*1*	*$11,103.13*	*$11,103.13*
Alesig - RideText - 60,000 SMS Messages Per Years/5,000 SMS Messages Per Month	*Annual Fee ($)*	*1*	*$2,847.63*	*$2,847.63*
Support & Maintenance Year 2 Total	*Annual Fee ($)*	*1*	*$59,660.67*	*$59,660.67*
Support & Maintenance Year 3 Total	*Annual Fee ($)*	*1*	*$59,973.91*	*$59,973.91*
Support & Maintenance Year 4 Total	*Annual Fee ($)*	*1*	*$60,318.48*	*$60,318.48*
Support & Maintenance Year 5 Total	*Annual Fee ($)*	*1*	*$60,697.49*	*$60,697.49*
			Grand Total	**$426,657.68**

Connexionz - City of San Luis Obispo - CAD/AVL - Base Project Footnote Assumptions
Any changes in pricing for Annual Support & Maintenance, and Warranty, from years 2 onwards will be calculated based on actual CPI that is determined via a methodology agreed during project contract negotiations.
Assumes prices are not impacted by changes in tariffs or tariff amendments.
Pricing included is for a 19 bus system. Future fleet expansions or reductions would be subject to price adjustments.
We assume the supplied 3 in 1 antenna will be sufficient and can be used on a Pepwave to provide Wi-Fi coverage inside the bus.
We assume City of SLO will provide cellular data plans for the term of the contract.
We assume the SLO provided routers are installed and running (i.e. powered), and are available inside the ITS cabinet ready to be plugged into the CNX Medius.
We assume the buses are clean and ready for installation and will be made available for installations in line with our installation plan.
SLO will take responsibility for maintaining the existing routers installed on the buses and assist CNX remote resources to troubleshoot issues if they arise.
The hardware replacement warranty only covers the Connexionz-provided hardware.

Tax and duties are excluded from pricing - we have assumed the SLO is either tax exempt or will pay any applicable taxes outside of the contract.
SLO will take responsibility for the procurement of any required third-party trip planning applications e.g. Transit App.
The existing licensing with Waysine for the existing streetside signage will remain the responsibility of the City of SLO.
We have provided five (5) years of support, maintenance, and warranty for both Connexionz and the UTA option. Additional years can be made available upon request.
For English-to-Spanish translation, up to 200,000 translation requests are included per month. Additional charges may apply if this limit is exceeded or translation services are disabled. Flexible upgrade options are available to accommodate higher translation volumes if required.
We have included RideText (Alesig) SMS pricing for 60,000 messages per year, but can alternative pricing for increased volumes if required upon request. Additional charges may apply if this limit is exceeded.
We assume that drivers microphone integration for AVA is not required.
We assume your Headsigns and Next Stop Signs are J1708 compatible and in working order.
City of SLO will take responsibility for all NTD APC audit ride-along activities in accordance with UTA's certification plan. Ridealong training will be provide as part for the project. We can provide pricing for UTA completing the NTD/APC Manual Ridechecks/Ridealongs at request.
We have included calibration of the APCs to ensure accurate passenger counts but have assumed they are in working order and powered - and integrate via ethernet. If they are not we can assess the requirements and provide you with ad-hoc pricing to remediate any identified issues.

connexionz

SMARTER TRANSIT SOLUTIONS

Level 1 Building 2, 1 Show Place
PO Box 9001, Tower Junction
Addington, Christchurch, New Zealand
Ph +64 (3) 339 4536, Fax +64 (3) 339 4537
www.connexionz.com