



523 W 6th St, Suite 444, Los Angeles, CA
90014

SYNCROMATICS ADDENDUM A – ITS AND SYSTEM STANDARDS

PURPOSE: All Intelligent Transportation Systems require certain inputs and oversight from drivers, dispatchers, and planners to function properly, and provide good data, reliable arrival predictions, and metrics that can be used by the agency to improve operations. This document is intended to provide a listing of the recommended standards for operations so that the Agency can plan accordingly and operate the ITS system for its maximum potential and benefit. Without adherence to minimum technology, personnel and oversight, Syncromatics cannot ensure the full effectiveness of the product and features promised.

The document is organized into sections intended to make it useable and easier for the Agency to focus on particular operational areas, personnel or IT requirements.

1. Personnel

- a. FOR ALL PERSONNEL, Syncromatics will provide comprehensive training and documentation, in person, and in written and video format, available to all users, at any time, to support consistent and informed use of all systems.
- b. Planner – the Syncromatics ITS system allows for the importing of schedule data for both routes and driver assignments with the goal of helping the Agency monitor and improve its operation. As such, the Agency will need to provide data to enable the building of routes and stops and to prepare and deliver a validly formatted schedule of service (in GTFS or XLS format). If no current GTFS-formatted data (GTFS feed) is available, Syncromatics will utilize existing data to create a schedule of service that is GTFS-formatted. It is recommended that an experienced transit planner be employed or contracted by the Agency for planning and scheduling work, or to utilize the services of a specialist using transit scheduling software. On an ongoing basis, any updates to routes and schedules will also be the responsibility of the designated planner, or other responsible Agency personnel. If Syncromatics is providing sub-contracted scheduling services to the Agency as a part of this contract, it is still necessary for the Agency Planner to work with the scheduling subcontractor to create a database of stops, routes, and trips, and work with the scheduling provider to produce an export file ready to be imported into the Syncromatics TRACK system.
- c. Dispatcher – the Syncromatics TRACK system provides multiple tools to assist the Agency in monitoring vehicles and drivers in their daily operations. In order to ensure that routes and schedules are being serviced as planned, a dispatcher or other Agency personnel with sufficient computer skills is highly recommended to use the TRACK system in real time, during daily operations, to monitor the Syncromatics-provided dispatching tools for such things as: accurate driver sign ins, route and schedule performance, to receive and action system alerts provided by these various tools within the Syncromatics system. For systems without an in-bus MDT (driver

interface) dispatchers will be required to create assignments prior to the start of service for all vehicles and drivers.

d. Drivers – For the Syncromatics system to properly capture and assign data for reporting purposes, the Agency must provide minimally technically proficient drivers who can enter on the MDT for their assignment the following: driver identification number, route, a run/paddle number, and (optionally) trip number for the service that they are going to begin. They must also sign out at the end of their service. If the Agency would like the driver to fulfill additional duties while in service such as sending messages, going on break, counting passengers, etc., even more technical agility may be required of the drivers.

e. Maintenance – while Syncromatics strives for a high level of hardware effectiveness, consistency and durability, cellular devices and in-bus equipment are at times prone to connectivity issues and physical damage due to the rugged nature of the transit environment. Syncromatics requires that on-site maintenance, IT, or support staff with sufficient computer skills be available for preliminary device troubleshooting in the event of such issues. The nature of these efforts will be limited to checking indicator lights, re-cycling power, and reporting the status of physical systems and wiring to our support team, who will then fully action all technical issues to resolution.

2. Computer Requirements

a. The Syncromatics TRACK system can work in many computing environments, but due to the large amount of data transfer required to operate the tools and reports available, for full effectiveness, Syncromatics has the following minimum recommended system requirements:

- i. Windows 7 or higher
- ii. Processor: 1 Ghz or faster
- iii. RAM: 2GB
- iv. Free Disk Space: 16 GB
- v. Internet Download Speed: 10Mbs minimum, 30Mbs preferred
- vi. Windows Chrome, Edge or Firefox web browsers.

3. Routes and Schedules

a. As explained in part above, the building blocks of a Fixed Route ITS system are routes and their corresponding schedules. After the initial deployment, it is the responsibility of the Agency to create and maintain routes and schedules. And, most importantly, for the TRACK system to be set up for proper operation, each trip on an imported schedule file must have a stop sequence that matches that of a route already drawn in the Syncromatics system.

b. Syncromatics provides a route editor tool in the TRACK system that will allow the Agency staff to draw and update route shapes and stop locations for initial setup and as changes are needed. Syncromatics will train the Agency staff on how to use this Route creator/editor. Syncromatics expects Agency personnel to be a part of drawing the routes and setting up stops the first time as part of their training so that they can action any necessary edits autonomously for system sustainability.

c. Syncromatics also provides a schedule validator and import tool. Syncromatics is responsible for creating a GTFS file of the Agency's scheduled services (with or without the services of a private or sub-contracted scheduling service provider), and the validator tool will allow the Agency to analyze the file for (1) Formatting Errors,

(2) Internal Disagreements (situations where, for example, consecutive trips overlap each other), and (3) Route Mismatches (situations where trips in the schedule file do not have a stop sequence that matches a route drawn in the Syncromatics TRACK system). Once validated, the schedule import tool will allow the agency to import and set the imported schedules to begin on any future date. Syncromatics will work closely with the Agency for this first import to ensure that the schedule format is correct and adheres to industry best practices, and that the Agency staff is well trained in the schedule importing process.

d. After the initial deployment, any updates to routes or schedules during this agreement become the responsibility of the Agency.

4. Vehicle Operations

a. It is required, and the Syncromatics TRACK system is built on a platform that assumes, that all vehicles perform all trips of all routes as they are drawn in the TRACK route management setup, following the sequence of stops shared by the routes and matching schedules. Only on this basis can the ITS system properly calculate reliable arrival predictions as well as provide alerts and/or reporting of exceptions like route deviations, schedule deviations, skipping stops, missed trips, etc.

i. Arrival Predictions: When a vehicle deviates from route, public arrival predictions for the off-route vehicle will be removed from the real-time passenger information list.

ii. Stop Times: When a vehicle deviates from route, it may also prevent the Syncromatics system from recording stop times. In order for the system to record a stop time at a given stop, a vehicle needs to be travelling on route when it services that stop. And, since Stop Times are the key building block of report information, deviations from route may prevent valid data from being collected by the Syncromatics system.

1. There are many tools that Syncromatics provides to assist agencies in dealing with off-route behavior, such as the concept of a manual “Stop Area,” which creates larger deviation areas for certain transfer and layover locations, and “On-Break” scenarios for drivers who deviate from route for layover, refueling, or shift change maneuvers, but the core model requires routes to be followed as drawn.

iii. Deadheads: When drivers sign in to the first trip of their service while still in a yard location, and must drive a considerable distance (> 1 mile) to the first stop of the first trip of their service, scheduled arrival predictions will be provided to passengers while the vehicle is performing that “deadhead” portion of service on its way to the first stop. Actual arrival predictions based on a real-time ETA will not be provided, because there is no route upon which the vehicle is traveling, and therefore no prediction of travel time can be provided.

iv. Passenger Counts: Valid driver assignments and proper servicing of the route, as drawn, are also required for accurate passenger counting reports in the Syncromatics TRACK system. Syncromatics will always count passengers that board and alight the vehicle, however, if the vehicle has deviated from route, or if there is no assignment information at all, passenger counts will be assigned to an “unknown stop” category. This will allow the Agency to retain all counting statistics and improve operations in

areas where drivers are deviating from route, not signing in, or picking up passengers in locations where they should not be.

5. Reports

a. Syncromatics' TRACK reports are designed both to (1) provide valuable analytical insights into the performance of the Agency's transit system and (2) provide insights into where the Agency, or its drivers and staff, are not operating as designed. Thus, at times, missing data from certain reports is not necessarily the result of a failure in the Syncromatics system, but instead an indicator of improper or incomplete service on the part of the Agency. The following is a notable example:

i. The Daily Schedule Performance (DSP) is a key reporting page used by many Agencies to track On Time Performance (OTP). Every scheduled trip in an Agency's daily service will be listed in the DSP with schedule stop times for each stop (or timepoint), for each trip. As vehicles perform their trips throughout the day, actual service times for each stop will populate beside the scheduled time in the DSP, and the stop will be color-coded as "Early," "On time," or "Late," depending on parameters set by the Agency, as well as the calculated time of deviation. In order for data to arrive on the DSP, there must be (1) Properly working and connected vehicle equipment, (2) a valid driver assignment, and (3) vehicles following the route and its stops, as drawn, in proper sequence. If these requirements are not met, the DSP may not load data, show only partial data or a message of either "Missed Trip" or "No Assignment" will appear. This does not mean that the Syncromatics system is not working. In fact, the Syncromatics DSP, by not recording data exactly as expected, is showing the dispatch and operations team where vehicle equipment is failing, drivers are not signing in as directed, or where drivers are not servicing the route or its stops as drawn. Syncromatics has, in this respect, designed the tool to provide valuable operational benefit from such missing data, and will provide training to the Agency staff in how to utilize this tool to improve operational efficiency and to ensure the reliability of hardware themselves, without the need to just open a technical support ticket.

6. Integrations

a. If Syncromatics is integrating with a pre-existing sub-system on your vehicles, it is the responsibility of the Agency to ensure that the sub-system is working effectively prior to the Syncromatics integration, and it is the sole responsibility of the Agency to maintain the effective operability of those systems not installed by Syncromatics. For example,

i. If the Agency has a pre-existing Automatic Passenger Counter (APC) system, it is expected that the APC system will be in working order, calibrated correctly, and accurately counting passengers, and Syncromatics will require evidence of this accuracy and effectiveness prior to integration. Syncromatics' responsibility to integrate with such equipment extends only to retrieving the counts provided by that system and displaying those counts in the TRACK software management portal. Should the accuracy of those counts come into question, it will be the responsibility of the Agency to show that the equipment was providing accurate data prior to the integration.

- ii. Similarly, if the agency is using the Syncromatics Automatic Vehicle Announcement System (AVAS), it is understood that any microphones, and radios running into the AVAS system, and any internal or external speakers already installed on the vehicle are in working order and will be maintained by the Agency.
- iii. This is not an exhaustive list, but merely two frequently encountered examples.

b. Headsign and Other J1708 Integration Limitations

1. Insofar as Syncromatics has proposed and agreed to provide single sign on (SSO) capabilities and integration with headsigns or other peripheral devices connected via J1708, Syncromatics promises only to integrate to the extent that the third-party equipment/technology vendor will allow and facilitate. Specifically, and as an example, the oldest of the Twinvision and Luminator "Legacy" headsigns will allow Syncromatics to integrate for SSO, but in doing so, will "lock out" use of the manual control system, disabling a driver from using the manual control on the ODK/ODU, etc, to specify route or message information. This type of limit on the extent of Syncromatics' ability to integrate is one known by Luminator/Twinvision in this case. The vendor has made it clear that these oldest control units for Legacy signs will not be updated. And, where this or similar issues arise with other third party vendors whose choice it is NOT to update their product to allow for such integration, Syncromatics does not take responsibility for delivering such a complete integration, nor does Syncromatics promise to replace any antiquated equipment with that which would allow for a complete integration.
2. As it pertains to head signs/destination signs, fare boxes or other peripheral devices that require a sign in code, Syncromatics will configure the system to allow a single point of sign on, but it is the responsibility of the Agency to ensure that schedules, route names, and sign in codes are all provided consistently across all systems to ensure a seamless deployment of these integrations. Syncromatics will provide details on this in Kick Off and Training.



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SYNCROMATICS ADDENDUM B

COUNTYWIDE BUS STOP SIGN (CMS) DEPLOYMENT TASK 1 System Acceptance Checklist

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the Above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

Countywide Bus Stop Signs

- Syncromatics provided forty (40) changeable message signs for bus stops; thirty-six (36) single line signs and four (4) multiple line signs.
- The forty (40) changeable message signs for bus stops-thirty-six (36) single line signs and four (4) multiple line signs- and directly associated equipment have been delivered and/or installed in the mutually agreed upon locations.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted signs are displaying arrival predictions
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

SYNCROMATICS ADDENDUM B**GOLD COAST TRANSIT DISTRICT TASK 2
System Acceptance Checklist**

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the Above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided fifty-six (56) Android Mobile Data Terminals
- Syncromatics provided fifty-six (56) Docks/Mounts for the Mobile Data Terminals
- The fifty-six(56) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the fifty-six (56) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the fifty-six (56) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS)

- Syncromatics provided fifty-six (56) Automated Voice Annunciator Systems
- Syncromatics provided one hundred and twelve (112) Interior LED signs
- The one hundred and twelve (112) Interior LED signs have been delivered and/or installed per the mutually agreed upon location.

- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be required for System Acceptance if Vehicle Audio Hardware, notably speaker systems, are not functioning properly. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the one hundred and twelve (112) Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for [XX] vehicles, at two doors per vehicle ([XX] doors) (*NOT APPLICABLE TO AGENCIES RECEIVING APC INTEGRATION OPTION ONLY.*)

- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. (*APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.*)

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [mapping?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, the existing installed bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review
- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection (VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.)

- Syncromatics has provided, on [_____] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.

- The Smartphone App displays the basic RTPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted signs are displaying arrival predictions
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

SYNCROMATICS ADDENDUM B**THOUSAND OAKS TRANSIT - TASK 3
System Acceptance Checklist**

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided eleven (11) Android Mobile Data Terminals
- Syncromatics provided eleven (11) Docks/Mounts for the Mobile Data Terminals
- The eleven (11) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the eleven (11) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the eleven (11) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS)

- Syncromatics provided eleven (11) Automated Voice Annunciator Systems
- Syncromatics provided eleven (11) Interior LED signs
- The eleven (11) Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be

required for System Acceptance if Vehicle Audio Hardware, notably speaker systems, are not functioning properly. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the eleven (11) Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for[XX] vehicles, at two doors per vehicle [XX] (*NOT APPLICABLE TO AGENCIES RECEIVING APC INTEGRATION OPTION ONLY.*)
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. (*APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.*)

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

In Bus Infotainment Multimedia Screens

- Syncromatics provided eleven (11) 19" Single Sided LCD Displays
- Syncromatics provided eleven (11) Video Processing Units and Cabling Kits
- The eleven (11) Displays and Video Processing Units have been delivered and/or installed per the mutually agreed upon location.

- At the time of the System Acceptance Review, at least 100% of Vehicle Infotainment Systems are controllable from a web portal, allowing for the rotating display of customized URLs, including next stop visualizations

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review
- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.

- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted signs are displaying arrival predictions
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

SYNCROMATICS ADDENDUM B**MOORPARK CITY TRANSIT - TASK 4
System Acceptance Checklist**

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided five (5) Android Mobile Data Terminals
- Syncromatics provided five (5) Docks/Mounts for the Mobile Data Terminals
- The five (5) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the five (5) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the five (5) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS)

- Syncromatics provided five (5) Automated Voice Annunciator Systems
- Syncromatics provided five (5) Interior LED signs
- The five (5) Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be required for System Acceptance if Vehicle Audio Hardware, notably speaker

systems, are not functioning properly. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the five (5) Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for five (5) vehicles, at two doors per vehicle, (ten (10) doors)
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. (*APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.*)

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review

- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted are displaying arrival predictions

- - At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

SYNCROMATICS ADDENDUM B**KANAN SHUTTLE - TASK 5
System Acceptance Checklist**

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided four (4) Android Mobile Data Terminals
- Syncromatics provided four (4) Docks/Mounts for the Mobile Data Terminals
- The four (4) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the four (4) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the four (4) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS) [NOT APPLICABLE TO KANAN SHUTTLE, OJAI TROLLEY, VALLEY EXPRESS, VCTC INTERCITY and CAMARILLO AREA TRANSIT]

- Syncromatics provided [XX] Automated Voice Annunciator Systems
- Syncromatics provided [XX] Interior LED signs
- The [XX] Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be

required for System Acceptance if Vehicle Audio Hardware, notably speaker systems, are not functioning properly. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the [XX] Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for four (4) vehicles, at one door per vehicle, (four (4) doors)
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. *(APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.)*

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review

- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted are displaying arrival predictions

- - At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

OJAI TROLLEY - TASK 6
System Acceptance Checklist

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided five (5) Android Mobile Data Terminals
- Syncromatics provided five (5) Docks/Mounts for the Mobile Data Terminals
- The five (5) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the five (5) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the five (5) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS) [NOT APPLICABLE TO KANAN SHUTTLE, OJAI TROLLEY, VALLEY EXPRESS, VCTC INTERCITY and CAMARILLO AREA TRANSIT]

- Syncromatics provided [XX] Automated Voice Annunciator Systems
- Syncromatics provided [XX] Interior LED signs
- The [XX] Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be required for System Acceptance if Vehicle Audio Hardware, notably speaker systems, are not functioning properly. VCTC may, in its sole discretion,

issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the [XX] Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for five (5) vehicles, at one door per vehicle, (five (5) doors)
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. (*APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.*)

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review

- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted are displaying arrival predictions

- - At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

VALLEY EXPRESS - TASK 7
System Acceptance Checklist

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided fifteen (15) Android Mobile Data Terminals
- Syncromatics provided fifteen (15) Docks/Mounts for the Mobile Data Terminals
- The fifteen (15) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the fifteen (15) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the fifteen (15) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS) [NOT APPLICABLE TO KANAN SHUTTLE, OJAI TROLLEY, VALLEY EXPRESS, VCTC INTERCITY and CAMARILLO AREA TRANSIT]

- Syncromatics provided [XX] Automated Voice Annunciator Systems
- Syncromatics provided [XX] Interior LED signs
- The [XX] Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be required for System Acceptance if Vehicle Audio Hardware, notably speaker

systems, are not functioning properly. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the [XX] Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for five (5) vehicles, at one door per vehicle, (five (5) doors)
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. (*APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.*)

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review

- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted are displaying arrival predictions

- - At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

VCTC INTERCITY - TASK 8
System Acceptance Checklist

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided thirty-three (33) Android Mobile Data Terminals
- Syncromatics provided thirty-three (33) Docks/Mounts for the Mobile Data Terminals
- The thirty-three (33) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the thirty-three (33) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the thirty-three (33) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS) [NOT APPLICABLE TO KANAN SHUTTLE, OJAI TROLLEY, VALLEY EXPRESS, VCTC INTERCITY and CAMARILLO AREA TRANSIT]

- Syncromatics provided [XX] Automated Voice Annunciator Systems
- Syncromatics provided [XX] Interior LED signs
- The [XX] Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be required for System Acceptance if Vehicle Audio Hardware, notably speaker

systems, are not functioning properly. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the [XX] Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for [XX] vehicles, at [XX] door per vehicle, ([XX]) *(NOT APPLICABLE TO AGENCIES RECEIVING APC INTEGRATION OPTION ONLY.)*
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. *(APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.)*

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review

- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted are displaying arrival predictions

- - At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

CAMARILLO AREA TRANSIT - TASK 9
System Acceptance Checklist

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided one (1) Android Mobile Data Terminals
- Syncromatics provided one (1) Docks/Mounts for the Mobile Data Terminals
- The one (1) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the one (1) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the one (1) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS) [NOT APPLICABLE TO KANAN SHUTTLE, OJAI TROLLEY, VALLEY EXPRESS, VCTC INTERCITY and CAMARILLO AREA TRANSIT]

- Syncromatics provided [XX] Automated Voice Annunciator Systems
- Syncromatics provided [XX] Interior LED signs
- The [XX] Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be required for System Acceptance if Vehicle Audio Hardware, notably speaker systems, are not functioning properly. VCTC may, in its sole discretion,

issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the [XX] Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for one (1) vehicle(s), at one door per vehicle, (one (1)door) (*NOT APPLICABLE TO AGENCIES RECEIVING APC INTEGRATION OPTION ONLY.*)
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. (*APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.*)

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review

- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted are displaying arrival predictions

- - At the time of System Acceptance Testing, and when arrival predictions are available, 100% of pole-mounted signs are displaying arrival predictions associated with the stop.

Definitions

- "Proper Sign In and Route Servicing" means the driver or dispatcher has assigned the vehicle and driver to a run, route, and/or trip, the sign in is received by the Syncromatics system, and the vehicle then services the route and the stops in the order, and upon the route path, as defined in the Track system.
- "Best effort" is defined as the effort which Syncromatics tries to satisfy the Customer request to the best of their ability while also weighing potential cost or time resources needed for completion and recognition that some aspects of the request may be beyond Syncromatics' control. This is solely a Syncromatics decision as to the completion of the Customer request.

If any of the previously mentioned items are not completed upon review of the system, the Customer is asked to attach an addendum to the System Acceptance Report that identifies the item that is not complete, and an explanation outlining why.

SIMI VALLEY TRANSIT - TASK 10
System Acceptance Checklist

PURPOSE: This document serves to enumerate the items required for Syncromatics to achieve the above-titled Task System Acceptance. It should be noted that partial payment will be invoiced as per the Milestone Schedule accompanying the contract. Following System Acceptance of all Task Orders, including Tasks 1-10 as identified in the Project Milestone Chart, VCTC shall issue Final System Acceptance. Final System Acceptance typically signifies the attainment of the Final Milestone, and moves this contracted project from "Deployment" to "Active." A report will be sent to each Agency after installation of all the equipment in accordance with the master contract. The Project Manager(s) of the Agency and VCTC are to initial each box, acknowledging acceptable completion of the item.

The following sections outline the acceptance of hardware related activities. The following sections are not meant to contain an exhaustive list of the minimum system requirements. Minimum functional requirements of each component of the system are specified in the master contract.

CAD/AVL - MDT (FIXED ROUTE)

- Syncromatics provided eleven (11) Android Mobile Data Terminals
- Syncromatics provided eleven (11) Docks/Mounts for the Mobile Data Terminals
- The eleven (11) Mobile Data Terminals, Docks/Mounts and directly associated equipment have been delivered and/or installed in the mutually agreed upon location.
- At the time of the system acceptance review, 100% of the eleven (11) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of the eleven (11) Mobile Data Terminals are powering on/off, connecting to the cellular network, providing accurate GPS location data, allowing drivers to sign in and out, send messages to dispatch, switch trips, go on break, send emergency messages, and tally unique fare types when necessary.

Automated Voice Annunciator System (AVAS) [NOT APPLICABLE TO KANAN SHUTTLE, OJAI TROLLEY, VALLEY EXPRESS, VCTC INTERCITY and CAMARILLO AREA TRANSIT]

- Syncromatics provided eleven (11) Automated Voice Annunciator Systems
- Syncromatics provided eleven (11) Interior LED signs
- The eleven (11) Interior LED signs have been delivered and/or installed per the mutually agreed upon location.
- At the time of the System Acceptance Review, at least 100% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements. This item will not be required for System Acceptance if Vehicle Audio Hardware, notably speaker

systems, are not functioning properly. VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle AVAS Systems are making stop announcements, where the TRACK software is properly configured to enable announcements.

- At the time of the System Acceptance Review, at least 100% the [XX] Interior LED signs are displaying the text as is correctly set-up in TRACK.

Automated Passenger Counting (APC) System

- Syncromatics provided IRIS Automatic Passenger Counting Equipment for eleven (11) vehicle(s), at two doors per vehicle, (twenty (22)doors) (*NOT APPLICABLE TO AGENCIES RECEIVING APC INTEGRATION OPTION ONLY.*)
- At the time of the System Acceptance Review, 100% of Vehicle APC Systems are counting to within 90% variance. If there is any question to the accuracy of the counts being provided, manual counts will be tallied by the Agency for a period of a week on select vehicles and routes, and Syncromatics will compare those manual counts with the counts of the APC system to determine a variance. If variance greater than 90% exists, Syncromatics will work to improve accuracy of the counting systems. [Syncromatics is not responsible for variances in passenger counting that result from vehicle route deviations, no driver sign ins, or pickups/boardings occurring prior to driver sign in or outside of a designated stop area.] VCTC may, in its sole discretion, issue Conditional Acceptance if 95% of Vehicle APC Systems are counting to within 90% variance. (*APPLICABLE TO BOTH NEW APC SYSTEM DEPLOYMENTS and APC INTEGRATION DEPLOYMENTS.*)

Farebox Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing Farebox previously installed on the vehicles, where the Farebox [?] is properly configured in the TRACK System.

Headsign Integration

- Syncromatics connected the Mobile Data Terminal to, has integrated with, and has enabled single sign on (SSO) to the existing destination sign previously installed on the vehicles, where the Destination Sign Mapping is properly configured in the TRACK System. Note that this item is not required on buses with older Twinvision "Legacy" Destination Signs, as Twinvision has not made integration possible.

Electronic Bus Stop Signage

- Syncromatics integrated with, and is providing data to, installed existing bus stop signs, and all Syncromatics-installed Signs.

Syncromatics Provided Smartphone App and RTPI Features

- The Mobile App is live in the App store and matches the template displayed during the Syncromatics Sales Proposal to the customer and as refined during System Design Review

- An Interactive Voice Response (IVR) system has been created for the Customer with a "best effort" to acquire a phone number preferred by the Customer
- A Short Message Service (SMS) system is created for the Customer to provide rider notifications

Pre-Trip Inspection

VCTC may in its sole discretion issue notice to proceed for the Syncromatics provided Pre-Trip Inspection application. Upon issuance by VCTC the following deliverable(s) shall apply for system acceptance of this item.

- Syncromatics has provided, on [XX] Mobile Data Terminals, a Pre-Trip Inspection Application, and assisted the client in configuring the third-party interface that will allow for the aggregation and archiving of pre-trip inspections.

The following section outlines the validated functionality of the above hardware via the Syncromatics software system, TRACK. VCTC may in its sole discretion issue Conditional Acceptance for the TRACK if performing at less than 100% but greater than 95% accuracy.

TRACK

- At the time of System Acceptance Testing, 100% of active vehicles equipped with Mobile Data Terminals are connecting and providing the TRACK system with vehicle positions.
- At the time of System Acceptance Testing, 100% of active vehicles, having received proper sign in information from the driver, servicing the route as drawn in the Track system, are providing accurate stop times when entering the Stop Zone.
- At the time of System Acceptance Testing, 100% of the vehicles recording accurate Stop Times are also providing accurate Arrival Predictions in Track and on Public Portals.
- The Daily Schedule Performance Page (DSP) is populating the validly acquired Stop Times.
- At the time of System Acceptance Testing, 100% of the Automated Voice Annunciator Systems installed are announcing the text validly input into TRACK when proper sign in and route servicing has been executed.
- At the time of System Acceptance Testing, and when the Automated Voice Annunciator System is operating correctly, 100% of the Interior LED Signs installed are displaying the text validly entered into the Track AVAS System.
- At the time of System Acceptance Testing, 100% of the Automated Passenger Counting systems are accurately counting passengers with a 10% margin of error when proper vehicle sign in and route servicing has been executed.
- The Smartphone App displays the basic RTPI information promised, including routes, stop and arrival predictions.
- At the time of System Acceptance Testing, and when arrival predictions are available, 100% of shelter-mounted are displaying arrival predictions

*Conditional System Acceptance shall be given when at least 95% of vehicles are acceptably validated by the agency upon the System Acceptance report, and Final System Acceptance after Conditional System Acceptance shall only require the valid completion of those punch-list items that had not previously been accepted as part of the Conditional System Acceptance.



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SYNCROMATICS ADDENDUM C
Warranty and Service Level Agreement, and, Equipment Service Plan

1 WARRANTY & SERVICE LEVEL AGREEMENT

1-1. SUPPORT AND MAINTENANCE

If you decide to do business with Syncromatics, you are entrusting us to keep the server infrastructure that powers your transit system online 24x7x365. This section represents our promise to you that your operations will not be interrupted, and what remedies you are entitled to in the rare case that our systems are down. For details regarding the Equipment Service Plan, see section 2 of this Addendum.

Our support policies are listed below.

All support is included in the recurring maintenance fees associated with our services (technical, help desk portal, after hours, and software upgrade); there are no per-incident or hidden support charges. We do not differentiate between technical or general questions. Instead, when a customer submits a support ticket, a category will be required (Level 1-4). Our response time is driven by this selection.

Support Level/Issues	Support Hours & Response Type	Response Policy
<u>Level 4</u> <ul style="list-style-type: none"> Software Issues and Questions Issues not impacting vehicles 	9:00AM – 5:00PM PST M-F Phone, Email Self-Help Portal Available 24x7	Syncromatics will reply within one (1) business day to any Level 4 ticket submitted.
<u>Level 3</u> <ul style="list-style-type: none"> Issues impacting <3 vehicles Issues impacting operational tools like dispatch 	Regular Business Hours: 7:00AM – 7:00PM PST M-F Phone, Email Self-Help Portal Available 24x7	Syncromatics will reply within Eight (8) hours from the time of ticket submission during regular business hours, and Twelve

		(12) hours outside regular hours.
<u>Level 2</u>		
<ul style="list-style-type: none"> • Issues impacting >3 vehicles simultaneously • Issues impacting more than one operational tool 	24 x 7 Phone, Email Self-Help Portal Available 24x7	Syncromatics will reply to Level 2 tickets within Two (2) hours during regular business hours and within Six (6) hours outside regular hours.
<u>Level 1</u>		
<ul style="list-style-type: none"> • Issues all vehicles • System-wide downtime preventing use of all operational tools 	24 x 7 Phone, Email, and Portal Direct Involvement by Executives	Syncromatics will reply within One (1) hour to all Level 1 issues, and provides a Level 1 Escalation Policy in addition to our normal Escalation.

Table 1 – Support Ticket Response Policies

Syncromatics provides its customers with a 24/7 customer support portal that provides: articles with general information on all of our systems, wiring schematics, equipment pictures, equipment troubleshooting, and training videos.

This portal is also used for submitting support tickets and following up on any open tickets. This portal has automated triggers to ensure every ticket is handled on a timely manner. Respecting response times provided on the above table, the system is configured to trigger automatic escalation steps as delineated below.

Standard Support Escalation Policy:

- Once a support ticket is submitted, based on the above response times, an automated reminder will be send to the support team.
- If a ticket is not replied to once the reminder is sent to the support team, within an hour, an automated message will be sent to the Operations Manager.
- If the message sent to the Operations Manager is not replied to within 1 hour, an automated message will be sent to the VP of Operations.

Level 1 Escalation:

- In addition to the above, in the event that any client feels the need to escalate an issue on their own regarding a Level 1 Support Issue, the

company’s executives contact information will be provided (including cell phone and home phone contact numbers).

In the event that on-site support is needed, Syncromatics maintains relationships with field service contractors all over the country, and can have personnel on-site typically within 72 hrs (depending on contractor’s availability). Our reputation for excellent field service is one of the reasons why our system is so reliable. Hardware support scenarios and policies are listed below. It is important to note that 90% of the time, the most common cause of equipment failure is route maintenance by mechanics inadvertently disconnecting or damaging wiring.

Issue	Resolution
Equipment Installation Corrections	Any equipment and/or installation issue within 30 days of installation is fully covered by Syncromatics including dispatching technicians to your site and no-questions-asked parts replacement.
Vehicle Equipment Failures (more than 30 days from installation)	<p>Step 1: Our support staff will run diagnostic assessments internally and query your maintenance staff with any questions that need clarification or more information.</p> <p>Step 2: We’ll support your local maintenance staff to do on-site assessment, diagnostics and troubleshooting.</p> <p>Step 3: If we determine the device has failed, we will provide you with a Return Merchandise Authorization (RMA#) to be used for the return. Once we issue an RMA# we will process and ship a replacement unit. For critical communications components we will ship the replacement overnight.</p>

Table 2 – Hardware Support Scenarios

1-2. WARRANTY AND GUARANTEE

Syncromatics offers a standard warranty on all hardware pursuant to the Master Contract and Request for Proposals. The warranty includes parts and shipping to the customer (Ground Service except for critical communications components) in the event of a defective unit.

The warranty does not cover damage found to be the result of negligence, e.g. liquids spilled on equipment, exposure to rain, or shipping of defective equipment to our RMA Department. Standard warranties come at no additional cost with the equipment, and are relative to the date of installation unless otherwise specified.

1-3. INSTALLATION WARRANTY PROCESS

In order to ensure transparency during the installation process, Syncromatics follows a firm pre-installation, installation, post-installation and final inspection workflow process.

1 - 3.1 PRE-INSTALLATION

During this phase, our Operations and Engineering team will gather all the technical vehicle information (i.e. 12V/24V engine, # of doors, etc.) and will prepare Design Plan on equipment mounting location & wiring, pursuant to the RFP. Prior to undertaking installation Syncromatics and VCTC shall conduct Final Design Review as outlined in the RFP, section 10.7.8..

Installation

During the installation phase, our field technician(s) will follow the mounting location and wiring specifications as approved by the client and/or contract operator. If during the installation our technician feels that changes to the specification need to be made, we will inform the client and contract operator, in writing, of the changes and wait for approval before continuing with the installation. Upon completion of an installation, our field engineer/lead technician will inspect each installation and take photographs of all installed components.

1 - 3.2 POST-INSTALLATION & FINAL INSPECTION

This phase serves as the closing stage for the installation process. The post-installation is the best time for clients and contract operators to review the systems installed in the fleet as well as become familiar with the systems and each different component.

Once the installation is completed, our Operations and Engineering team will schedule a date to perform an on-site final inspection with the client or their designee and operator (if needed). Once the final inspection is completed, all involved parties will sign-off on a written report that will include notes and comments provided during the inspection. This report will be provided to the client and operation (if needed).

If the installation is divided into different phases (i.e. AVL+MDT first, then APC and AVAS later), there will be a walk-thru of the first phase after the installation is completed and then the final inspection will be performed once all of the different systems have been installed. This is to respect the client's and operator's time.

We also take advantage of this time to answer any questions that the client or operator may have about the equipment, wiring, troubleshooting, etc. Any corrections requested or required will be performed and additional post-correction photos will be taken and logged.

(CONTINUED)

1-4. DOWNTIME

Syncromatics endeavors to keep its servers up and running 24x7x365. However, there are extreme cases which could cause downtime, which are beyond Syncromatics' control. In the case of downtime, the following discounts will apply:

1 - 4.1 VEHICLE DOWNTIME

Vehicle downtime is defined as a service outage that affects only a single vehicle starting from the point at which Syncromatics has identified a hardware device failure. Outages related to wiring tampering are not covered. If Syncromatics has not shipped a replacement unit within 1 calendar week after receiving the defective equipment, the customer is eligible for a discount of the prorated service fee from the day Syncromatics received the defective unit until the replacement device arrived at the customer site. (e.g. If a defective MDT device is received on 1/1/18, and Syncromatics has not sent (with confirmation) a replacement device by 1/8/18, one week of CAD/AVL service fees for that one vehicle will be removed from the annual fees. An additional week of fees will be removed for each additional full week that lapses without a replacement device being sent.)

1-4.2 SERVICE DOWNTIME

The 'downtimes' listed below relate to the Syncromatics ITS system and exclude any local network issues at or near a client site, or internet routing failures beyond the control of Syncromatics. Any downtime claims must be submitted within 2 weeks of the claimed downtime for evaluation. Downtimes caused by cellular outages or failures in the internet are not covered by the downtime discount policy.

⊕ BRIEF DOWNTIME:

Brief downtime is defined as a service outage of the entire system for less than 8 hours. In the case of brief downtime, Syncromatics will provide a one-time \$100.00 discount between 1-8 hours of downtime. For downtime less than 1 hour, a one-time \$50.00 discount will apply.

⊕ EXTENDED DOWNTIME:

Extended downtime may occur if Syncromatics or its datacenters experience a major system failure which involves multiple hard-drive and/or server failures, a city-wide network outage, or a city-wide power outage. Syncromatics will provide a \$300.00 discount for periods between 8 and 24 hours of downtime, as well as a \$300.00 discount for each 24-hour period thereafter.

⊕ SCHEDULED MAINTENANCE:

Syncromatics may conduct scheduled maintenance on its databases, web applications and in-vehicle hardware. Whenever possible, Syncromatics will conduct this maintenance during the periods when the agency's vehicles are not in operation; this is defined as all vehicles are parked at designated parking locations. If Syncromatics must conduct maintenance while vehicles are moving, Syncromatics will give the agency at least 1 business days' notice, including the number of vehicles that will be affected. If it is not possible to give this notice, Syncromatics will apply a \$25.00 discount for each unscheduled maintenance occurrence during normal operations.

1-5. BACKUPS

Syncromatics' servers are housed in a secure server facility in downtown Los Angeles. The facility is home to several thousand servers; it draws power and communications from One Wilshire, the largest network communications hub in greater Los Angeles. The facility has multiple redundant power supplies and a 24x7 Network Operations staff; in fact, the entire high-rise building is dedicated to internet server hosting. For these reasons, a high degree of confidence is placed on the reliability of the server infrastructure.

Syncromatics' backup schedule is as follows:

- Every 24 hours, the entire structure of the system and all data with the exception of historical position and stop data is backed up inside the data center to at least 2 backup mediums.
- Every 24 hours this backup is transferred over the high-speed network to an online backup repository in Utah.
- Every 72 hours' historical data is backed up in the same fashion above (2 local backup mediums, 1 offsite backup) and uploaded offsite. The schedule is longer because this is a substantially large amount of data to transfer and may take 48-72 hours to complete the offsite upload.

You may request that Syncromatics restore route or stop data from one of its daily backups in the event that undesired changes are accidentally made.

2 EQUIPMENT SERVICE PLAN

Syncromatics will provide concierge equipment service into our annual service agreement to ensure that your Intelligent Transportation System is always fully operational and tuned up to optimal efficiency without your maintenance staff getting involved.

Syncromatics will employ a field technician in your area to ensure timely same-day response to field service requests. Syncromatics agrees to respond to any and all requests for field service with an on-site visit as soon as possible, but always within 48 hours of any request under this provision. While the extended warranty coverage covers any issues that may develop with ITS hardware, the Equipment Service Plan will also cover all troubleshooting, inspection, removal, replacement, and calibration of ITS hardware. The designated technician will also perform proactive system reviews to identify potential issues before they affect data quality or the rider experience. For clients that lack robust maintenance crews or facilities, or clients that would rather have their technicians focus on mechanical issues, this white glove service can be a worry-free way to ensure your system is regularly monitored and attended to.

The Equipment Service Plan includes twenty-six (26) field support hours per month. If a VCTC does not use all of their service hours in a given month, they can roll over and accrue up to 100 surplus hours to be used at a future date.