TOPEKA METRO

December 14, 2023
RFP #TM-24-01

TECHNICAL PROPOSAL

TECHNOLOGY FOR BUSES

PASSIO TECHNOLOGIES

TRANSIT MOBILITY ALLIANCE

PREPARED FOR

Topeka Metropolitan Transit Authority
Richard Appelhanz
Chief Financial Officer
201 North Kansas Avenue
Topeka, KS 66603
785-730-8621
rappelhanz@topekametro.org

PREPARED BY

Passio Technologies
Mitch Skyer
President & Co-Founder
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PASSIO TECHNOLOGIES

www.passiotech.com

December 14, 2023
RFP #TM-24-01

Topeka Metropolitan Transit Authority
Richard Appelhanz
Chief Financial Officer
201 North Kansas Avenue
Topeka, KS 66603
785-730-8621
rappelhanz@topekametro.org

Dear Richard,

Passio Technologies, Inc. is pleased to present our response to Topeka Metropolitan Transit Authority's (Metro) RFP# TM-24-01 for Technology for Buses. Our proposal illustrates our understanding of the established requirements and compliance standards, as well as our ability to fulfill them as stated in the solicitation.

We have outlined a comprehensive Intelligent Transit System for Metro, including CAD/AVL software, a rider-facing app, APC, AVA and intelligent signage. Passio's solution will result in streamlined operations, a wealth of highly accurate transit data, and an enhanced passenger experience.

Passio specializes in creating safe and accessible transit by giving our clients the precise data they need to make informed, impactful decisions about their fleets. Our CAD/AVL solution, Passio Navigator, functions as a one-stop-shop for all things transit. Our solution gives dispatch a live view of all vehicle locations and access to data reports used to improve operational efficiency. View an operational map of all active routes with live vehicle locations, manage fleet assets, and generate detailed, custom reports to make impactful, data-driven decisions. With Navigator, agencies gain complete transparency into every aspect of transit operations.

Our solution gives Metro reliable, actionable data in order to efficiently allocate resources and support superior service. Passio Technologies uses a hands-on approach to match each client's individual needs; our service team provides full client support at each stage of implementation. We feel confident Passio's ITS solutions can not only meet Metro's expectations, but surpass them.

As President of Passio Technologies Inc., I am fully authorized to represent the company in negotiations and will sign any contracts required. We look forward to your review and are available to answer any questions, if needed. This proposal and associated pricing will be valid and binding for 90 days from the date of December 14, 2023.

Thank you,

Mitchel Skyer

Mitch Skyer, President
Passio Technologies, Inc.
(678) 825-3456 ext. 106
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PASSIO

COMPANY OVERVIEW

The transit industry has consistently demanded reliable and actionable data to efficiently allocate resources and provide passengers with real-time information. This technology is critical to manage costs, operate within budget, and most importantly, deliver superior service.

OUR HEADQUARTERS ARE IN ATLANTA, GA.

HISTORY

In the summer of 2010, Co-Founders Mitch Skyer and Scott Reiser started Passio Technologies to fill this sizable gap within the industry. As the company developed, we identified that the passenger experience was just as important to the successful operation of the system as was understanding the resources and utilization.

ORGANIZATION

Our organizational structure is flat and customer-focused. We assign multiple project and account managers to each customer for redundancy and cross-training.

Our mission is to provide information to both the operations staff and the passengers so that everyone's experience is comfortable, informative, and effective. We move beyond simply answering support questions to find out the reason behind each question.

These answers help drive the direction of our development and innovation to ensure that the needs of our customers are being met. Passio has been in business for over 10 years and has 30 full-time employees.

The majority of Passio's support and management employees are located in Atlanta, GA. Members of our senior technical support and sales teams are located in Kansas City, KS and Greenville, SC. Passio does not discriminate in any way, shape, or form for hiring, raises, and promotions. All Passio employees and clients are treated equally. Passio is growing, we've increased our staff by 40% over the past 3 years.

PASSIO TECHNOLOGIES

- Passio Technologies, LLC is registered in the State of Georgia.
- Founded on August 13, 2010
- Federal Tax ID Number: 27-3307668
- Dun and Bradstreet ID (DUNS #): 068972279
- E-Verify Company ID: 713911. Passio actively verifies all employees to ensure they are authorized to work in the United States.
- SAM Registration
  - ENTITY ID#: JJFRMMBFATZ3
  - CAGE Code: 7NTZ6
- SIC Codes: 7373 COMPUTER INTEGRATED SYSTEMS DESIGN
- NIGP Codes:
  - 208 Computer Software For Microcomputers, Systems, Including Cloud-based (Preprogrammed)
  - 209 Computer Software For Mainframes And Servers, Preprogrammed
  - 918 Consulting Services
  - 920 Data Processing, Computer, Programming, And Software Services
- NAICS Codes:
  - 5415 Computer Systems Design and Related Services
  - 5416 Management, Scientific, and Technical Consulting Services

FINANCIAL STANDING

All commercial banking is done through Webster Bank. Mitch Skyer, President and Scott Reiser, CTO, are both officers of Passio. Passio currently has no debt and has been profitable since its inception. Passio will confirm that we have the financial resources to fulfill all contractual requirements. Passio Technologies has never been subject to litigation associated with project performance and/or professional liability. If further information is needed, Passio commits to meeting those requests.

Passio Technologies maintains the following standard insurance coverage:

- Public Liability $2,000,000 each occurrence
- Product Liability $4,000,000 aggregate to include all vehicles and equipment owned or used on this contract
- Property Damage $1,000,000 each occurrence, $3,000,000 aggregate
- Bodily Injury Liability $1,000,000 each occurrence, $3,000,000 aggregate
- Cyber Liability Deductible $2,000,000 Limit

If awarded this contract, Passio Technologies will secure all required coverages and provide a COI. Our current Certificate of Insurance (COI) will be provided.

Passio has followed a smart and steady growth path, allowing us to expand our team from 3 to 30, while maintaining the focus on our customers. We continue to offer new and innovative solutions through an aggressive research and development program, coupled with an unparalleled commitment to customer satisfaction and service support. By growing steadily and efficiently, we have not just kept pace with the transit industry's ever-changing needs, but have focused on advancing our integrations and capabilities to ensure we're always one step ahead of the curve.

We continually develop our technology, integrating with hardware and internal/external software packages while improving every step of the way. Our core methodology was built to address the needs of both the passenger and the operator, born from our decades of experience in the transit industry.

Our integrated solution provides our customers with a single platform for support, hardware integration, on-board connectivity, and reporting.

ParaPlan Software became part of the Passio family in May 2019. We joined forces to provide expertise in demand response to our team, and to our customers who encounter growing needs for diversified transit services. This technology is the backbone behind our on-demand transit offerings. In order to further expand our resources, Passio became a wholly owned subsidiary of Transit Technologies on November 10, 2020. We share the core belief that mobility is a universal right, and we are proud to now offer the most comprehensive transit solution in the industry.

MITCH SKYER
PRESIDENT & CO-FOUNDER

mitch.skyer@passiotech.com
(678) 825-3456 ext. 106

Mitch has been President and Co-Founder of Atlanta-based Passio Technologies since 2010. He's actively been a part of the transit and parking industry since 2002. Prior to founding Passio, he was the President and Founder of Solstice Transportation Group, a transportation consulting operation.

He is an active member of many transportation groups and also serves on the board of several. He received his undergraduate degree from Binghamton and an MBA from University at Buffalo.

SCOTT REISER
CTO & CO-FOUNDER

scott.reiser@passiotech.com
(678) 825-3456 ext. 105

Scott has been Chief Technology Officer and Co-Founder of Atlanta-based Passio Technologies since 2010. He's actively been a part of the technology industry since 1994.

Prior to founding Passio, he was the President and Founder of Adapting Technologies, a full service IT solutions provider.

He has been involved in the Atlanta Business Alliance and the Buckhead Business Association for over nine years and he received his B.S. in International Affairs from University of Colorado-Boulder.

8.2 UNDERSTANDING OF THE SCOPE AND SPECIFICATIONS

EXECUTIVE SUMMARY

We admire Topeka Metro's mission to create safe, courteous, and efficient transportation, and Passio Technologies can combine your vision with our expertise to build a reliable future for your riders.

Passio will help you reshape the rider experience while connecting them with the people they want to see and places they need to go. Whether a family is hopping on Route #6 for a visit to the Topeka Zoo or a teacher commuting to Highland Park High School, we want to show your passengers just how efficient and seamless public transit can be.

Passio Technologies is proposing a flexible and dynamic system for Topeka Metro with premier hardware and software in a single, integrated ITS System. Passio's building blocks for your solution include:

PASSIO GO
Real-time GPS on any device with maps, ETAs, alerts, favorites, and notifications

PASSIO NAVIGATOR
Complete CAD/AVL for changes, communications, incidents, and reporting

MDT
MDT with full route ladder, navigation, EPC, messaging, and adherence alerts

APC
Track boardings, alightings, and real-time passenger load for dispatch and riders

AVA/SIGNS
Provide announcements triggered by custom geofences or the driver

BUSINESS ANALYTICS
Intelligent dashboards for ridership, performance, activity, and NTD reporting

Passio Navigator gives your agency everything it needs to maintain complete visibility over all transit operations. View everything from real-time vehicle locations, service statuses, schedule adherence, and real-time ridership. All of our solutions integrate seamlessly with Navigator, giving dispatch the ability to edit nearly everything and push out changes immediately: detours, display messages, and more. Navigator also generates a variety of standard and custom reports, allowing Topeka Metro to optimize service based on operational data.

Passio Technologies prides ourselves on our modular solutions. Our platform grows in parallel with your agency's needs, capable of adding and implementing new modules at any time. In the future, we could offer Topeka Metro our SMS-based passenger feedback system, BusBuzz, for streamlined communication between your agency and riders. We could also implement intelligent onboard and exterior signage for custom messaging and displays, powered by MessagePoint Media.

Our decades of expertise, the quality of our solutions, and our commitment to customer satisfaction makes Passio Technologies the ideal choice for Topeka Metro. Please note that members of our senior technical support and sales teams are located in Olathe, KS which is less than one hour from Topeka Metro.

SCOPE OF SERVICES

PASSIO TECHNOLOGIES

A.6.4	All collected data will be accessible to Topeka Metro at all times during the duration of the service agreement at no additional cost	**Y**	Passio Technologies understands and accepts this requirement.
A.6.5	Vendor will supply on-site training for all dispatchers, supervisors, operators, administrators, planners, and maintenance staff at no additional cost	**Y**	On-site installation and training is performed by expert Passio implementation staff. Your users will receive comprehensive training on all Passio hardware and software products. We will provide training to all operators, dispatchers, supervisors, administrators, and maintenance technicians. In addition to initial remote training sessions, all Passio customers receive unlimited remote training for the life of the agreement which can be scheduled upon request with our Training team. Furthermore, our self-help tools within our CAD/AVL portal include Passio Navigator Documents, Passio Navigator Tool Tips, Passio Navigator Dynamic Knowledge Base Search, and Context-Sensitive Help. We are constantly updating and enhancing this information, and continually providing additional tools and resources for our clients. Customized training schedules will be compiled for your agency based on user-specific requirements. We also provide tailored hardware and installation guides that are client specific to your solutions and installations. Details on our complete training program and modules can be found in our attached Training section.
A.6.6	Vendor will provide additional remote training via webinar and phone as requested at no additional cost for the duration of the service agreement	**Y**	Passio Technologies understands and accepts this requirement.
A.6.7	Vendor will supply full Users' Manuals for systems and software at no additional cost. The User manuals will cover initial start up tasks, regular daily tasks, rebuilding of blocks, routes, trips etc.	**Y**	Passio Technologies understands and accepts this requirement.
A.6.8	Vendor will be available via email and phone 24/7 and will respond within 1 hour in a personalized manner, not a automatic reply.	**Y**	Passio offers comprehensive technical support to ensure a seamless experience for our valued customers. Our level one support is readily available through our support phone hotline, which operates 24x7x365, or via our support@passiotech.com email. For immediate assistance during regular business hours, our team is at your disposal. At Passio, we prioritize the prompt resolution of critical issues. During our office hours of 8 AM - 5 PM Central Time, Monday through Friday, we guarantee immediate tech support with an acknowledgment within 30 minutes. Rest assured, our support remains accessible for emergencies at all other times, including nights, weekends, and holidays, particularly for critical system outages. Upon receiving any issues, our dedicated team evaluates them promptly. If necessary, we escalate them to our senior technical support team and, if deemed systemic, to our development team. We are committed to providing unlimited remote support, ensuring that our resources are dedicated to resolving any critical issues within your contractual hours.
A.6.9	Vendor will be proactive in development of improvements in the supplied products and will provide the most recent stable updates for software and other systems at no additional expense and provide the necessary support and training to ensure successful deployment	**Y**	Passio Technologies understands and accepts this requirement.
A.6.10	Vendor will notify Topeka Metro (the Agency) of all software updates and provide training to implement any additional functionality and capabilities	**Y**	Passio Technologies understands and accepts this requirement.
A.6.11	Vendor will include a maintenance/hosting agreement for the first 5 years along with an annual breakdown of the cost to add up to 5 additional one-year extensions	**Y**	Passio Technologies understands and accepts this requirement.

B.3.5	Support for LCD displays onboard buses	**Y**	As a future option, this requirement is supported through our Passio GO integration with Message Point Media. MPM provides robust content management software for their dynamic LCD displays to be used onboard the bus, inside transit centers, and outdoors at transfer centers, stops, and bus bays. More information on these Intelligent Displays is provided in our proposal.
B.3.6	Ability to integrate with existing fareboxes (All existing equipment is detailed in Appendix 1)	**Y**	Passio Technologies complies with this specification. Passio Technologies will provide driver single sign-on (SSO) support that can be integrated with GFI-Genfare 'Odyssey' fareboxes. This integration also provides support for driver fare codes, route fare codes, and run fare codes. This integration will be supported by Passio Technologies provided that each farebox has the most current updated firmware and version and must be J1708/J1939 compatible. This does not include any associated Genfare license fees or cable connections if required. We will work with your staff to determine the best options and integrations during the project planning phase.
B.3.7	Ability to trigger the playback of MP3 audio files based on geofences with files and geofences loaded remotely from the desktop	**Y**	Announcements are entered and edited in Passio AVA by simply typing the text directly in Passio Navigator by selecting the route+stop combination (text-to-speech). Our automated AVA solution uses pre-configured GPS-based geofence trigger locations (at a stop or any designated area). Announcements can be changed and updated remotely from your desk, with granular control at the route stop level. The Passio AVA system supports .mp3/.wav file uploads and direct voice recordings within Passio Navigator.
"Please note the removal of the OPTIONAL section from Page 8 of Appendix 2." - per Addendum #2			

PROPOSED SOLUTIONS

- PASSIO GO
- PASSIO NAVIGATOR
- PASSIO FLEET VIEW
- PASSIO MDT
- PASSIO AVA
- PASSIO SIGN INTEGRATIONS
- PASSIO APC
- PASSIO NTD
- BUSINESS ANALYTICS
- INTEGRATIONS
- PASSIO BUSBUZZ (OPTIONAL)
- PASSIO INTELLIGENT DISPLAYS (OPTIONAL)

PASSIO TECHNOLOGIES

OUR SOLUTIONS

Passio offers an integrated suite of transit modules that function as a one-stop-shop for all things transit. That's why over 250+ transit organizations across North America use Passio Technologies to offer efficient, reliable fixed route transit services.

Build a transportation platform configured to your agency's needs with our modular solutions.

PASSIO GO

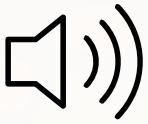
Real-time GPS on any device with maps, ETAs, alerts, favorites, and notifications

MDT

MDT with full route ladder, navigation, EPC, messaging, and adherence alerts

APC

Track boardings, alightings, and real-time passenger load for dispatch and riders



AVA

Provide announcements triggered by custom geofences or the driver

PASSIO NAVIGATOR

Complete CAD/AVL for changes, communications, incidents, and reporting

BUSINESS ANALYTICS

Intelligent dashboards for ridership, performance, activity, and NTD reporting

LED SIGNS

Integrated LED signage displaying GPS triggered route and stop information

ONBOARD / OUTDOOR LCD SIGNS

Onboard infotainment, indoor/outdoor LCD displays powered by MPM

FLEX ROUTES

Mobile and web-friendly source for flag stops, deviated, and on-demand service

ETA TEXT BACK

Allow riders to use SMS text or voice for real-time ETAs

FORESIGHT AUGMENTED REALITY

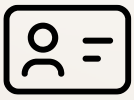
Full integration with FAR wayfinding service for the visually impaired

FARE INTEGRATION

Passio supports multiple integrations with farebox and digital payment services

BUSBUZZ

Connect with riders using instant customer feedback and response CRM



GATEWAY

Tap & Swipe rider validation, counting, and demographics, with contract-tracing add-on

WI-FI

Provide secure, high-speed Wi-Fi access for passengers to enhance their journey

PASSIO VISION

Interior and exterior cameras, live video feeds, and driver behavior stats

ACTIVE ROUTE MANAGEMENT

Graphical headway alert management module for bus un-bunching

YARD MANAGER

Monitor yard map activities with real-time availability, status, and reporting

VEHICLE TELEMATICS

Gain insight with engine diagnostics, fuel monitoring, EV dashboards, and alerts

INSPECTOR

Customizable pre/post trip inspection (eDVIR) solution with photos and reporting

PASSIO GO

GET THE WORD OUT!

People use their phones for just about everything now: banking, job applications, and now, catching the bus.

Passio GO represents the next generation of real-time vehicle location info for passengers, CAD/AVL management, and reporting tools for system operators. Fully integrating visual tools, public viewers, and smartphone applications into the Passio Transit platform provides our customers with unparalleled access to live updates for routes and stops, while instantaneously evaluating the system's performance. Hundreds of hours of testing and consistent customer feedback have produced a tool that is intuitive for passengers, invaluable for daily operators, and indispensable for management and leadership teams.

FOR OPERATIONS:
The Passio GO's back-end management tool allows dispatchers to publish updates instantly and provides key reporting metrics to monitor usage.

FOR RIDERS:
Passio GO keeps riders in the loop with ETAs, live vehicle tracking, rider reminders, stop and route info, alerts, and more.

FOR AGENCIES:
Real-time, reliable info and open communication builds confidence in transit services, increases ridership, and improves passenger experience.

KEY FEATURES

- Viewing Options
- Real-Time Location Info
- User-Friendly Interface
- Alerts & Announcements
- Rider Scheduled Alerts
- Trip Planning
- Integration Capabilities

OPTIONAL FEATURES

- Passenger Load
- ETA Text Back
- ETA IVR Service
- White Labeled App

The following pages of our Passio GO solution document provide more detail on each of these features.

PASSIO TECHNOLOGIES

Passio GO™ Mobile App

The Passio GO mobile application is designed to be accesible and user-friendly. Once the application is downloaded to a smartphone, the application guides users through a tutorial that details how to use the key features, such as viewing specific routes, tracking buses in real time, and identifying where they need to go by tapping on the home screen.

GPS data is updated every second or less on board the vehicle, giving users up-to-date location info at all times. Movement, change in heading/direction, and speed is reported instantaneously and uploaded via data connection to network servers for representation on public views, website maps, and smartphone applications.

Smartphone applications are available, at no cost, for both Apple (iOS) and Android (Google Play) users.

Mobile App Features:

- Geo-location button on the home screen allows GPS enabled smartphones to orient the user's location to map view.
- Users have the option to select all, some, or one route. Only active routes are visible within the application.
- Select individual stops directly from the home screen.
- Application algorithm processes real time vehicle location information for smooth and steady graphical representation.
- Customizable bus icons and easy access to view saved routes and stops.

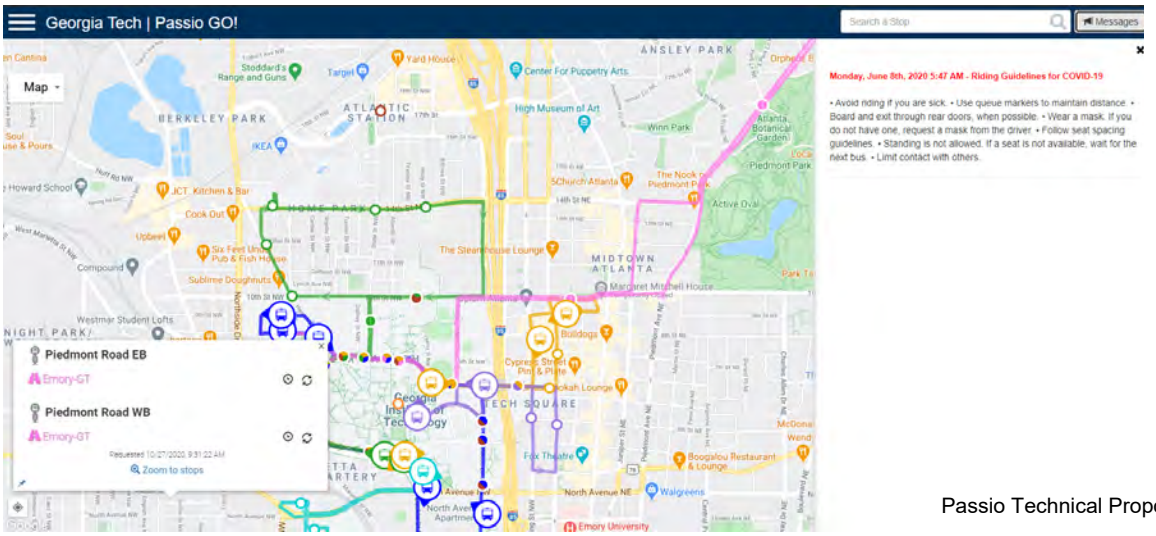
Download on the App Store

GET IT ON Google Play

The Passio GO Interactive Public Web Viewer

The Passio GO Interactive Public Viewer is a website that offers an easy-to-use alternative to the Passio GO mobile app.

Optimized for desktops, tablets, and smartphones, it provides the same functionality, but for users who may not have access to or wish to use the app. The Interactive Public Viewer also includes an optimized mobile web view, ensuring all features display correctly on any device.

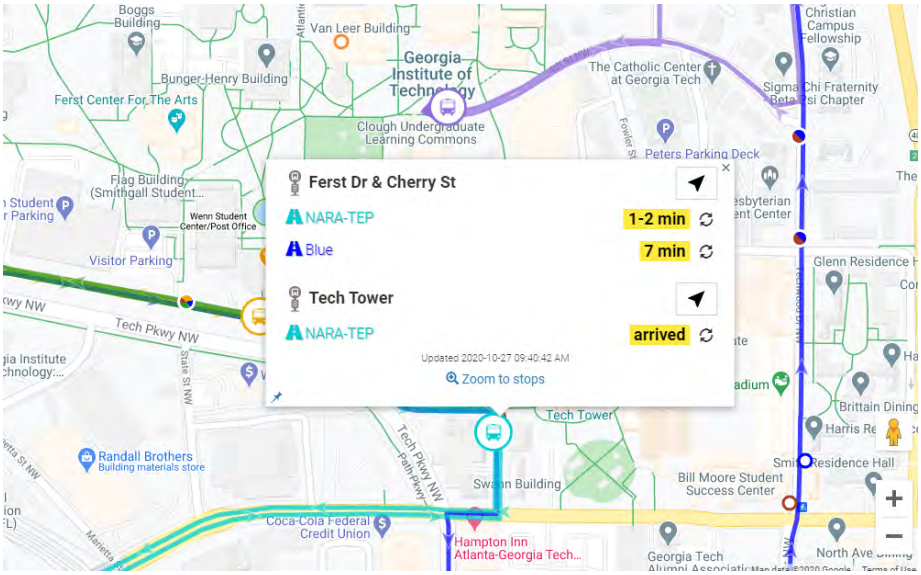


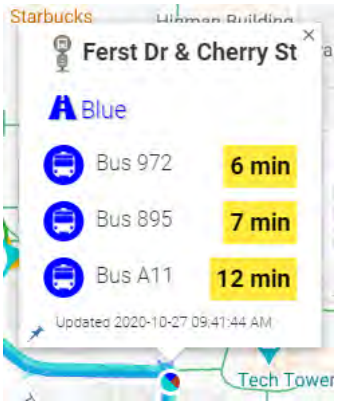
GTFS-RT

Passio provides a GTFS-Realtime (GTFS-RT) feed to application developers. The GTFS-RT data is harnessed using the standard three feeds: Service Alerts, Trip Updates, and Vehicle Positions.

Additionally, Passio offers a real-time transit Application Programming Interface (API), documentation, and JSON output for customers. The API includes live location data, the estimated time of arrival, and an optional real-time passenger load for EPC/APC customers.

GTFS static file imports and exports are fully supported.





Vehicle direction is indicated on each bus icon and routes are all displayed in different colors for ease of visibility and clarity. Bus stops shared by multiple routes are clearly indicated as such through the stop design features.

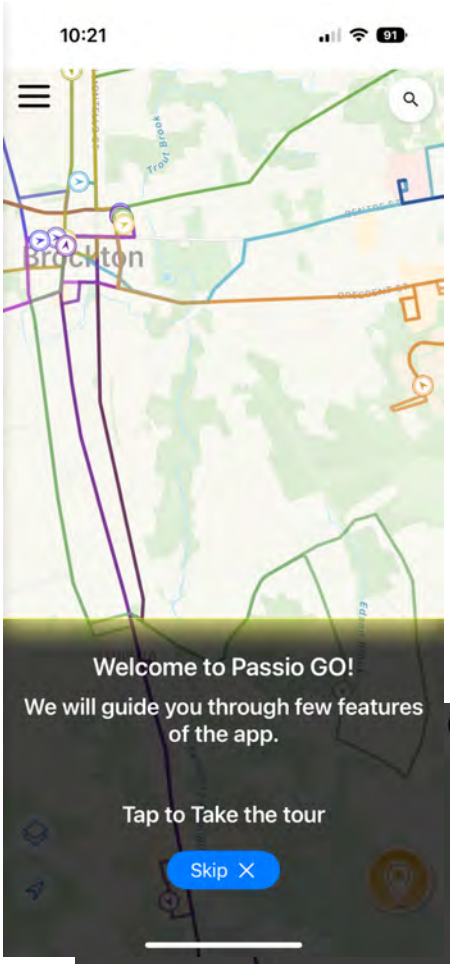
Clicking on the bus icon will show the vehicle's current location, route, and next stop information. Users have access to settings from the primary viewing screen. Tapping on the Select Routes option shows all active routes available.

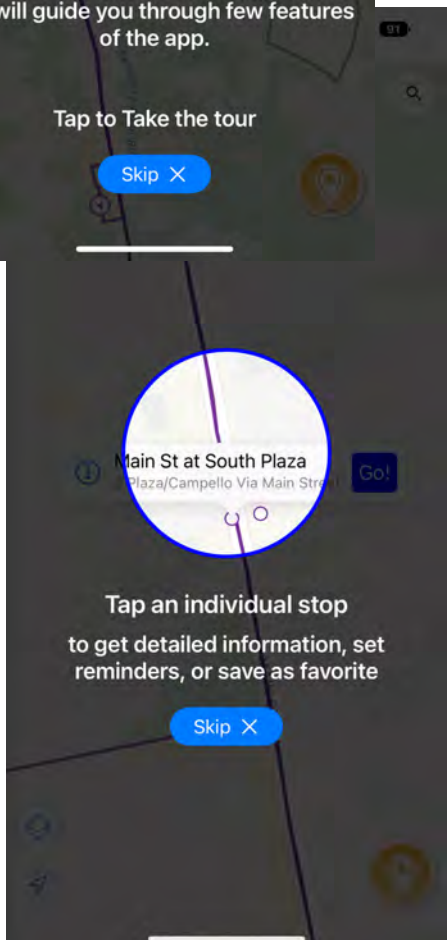
USER-FRIENDLY INTERFACE

The Passio GO app is the result of hundreds of hours of testing and a consistent stream of customer feedback. Our team created the app to be as easy-to-use as possible, making it simple and easy for passengers to plan their rides or catch the next bus.

Once downloaded, the tutorial walks them through the app's key features and how to use them. Users can revisit this information at any time by selecting “Take the Tour” from the main menu. The tour walks users through each of Passio GO's major features:

- Customizing route views, seeing only the routes they want or need to see.
- "Favoriting" and setting up Rider Reminders for their nearby stops.
- Urgent notifications, such as route changes, display at the bottom of the screen.
- How to view and read system messages for less urgent notifications, such as an out-of-service bus.
- Select and view individual buses to see their direction, estimated ETA, and current passenger load.
- Plan trips in advance by searching for specific routes, stops, or locations.
- Customize bus icons for ease of recognition.

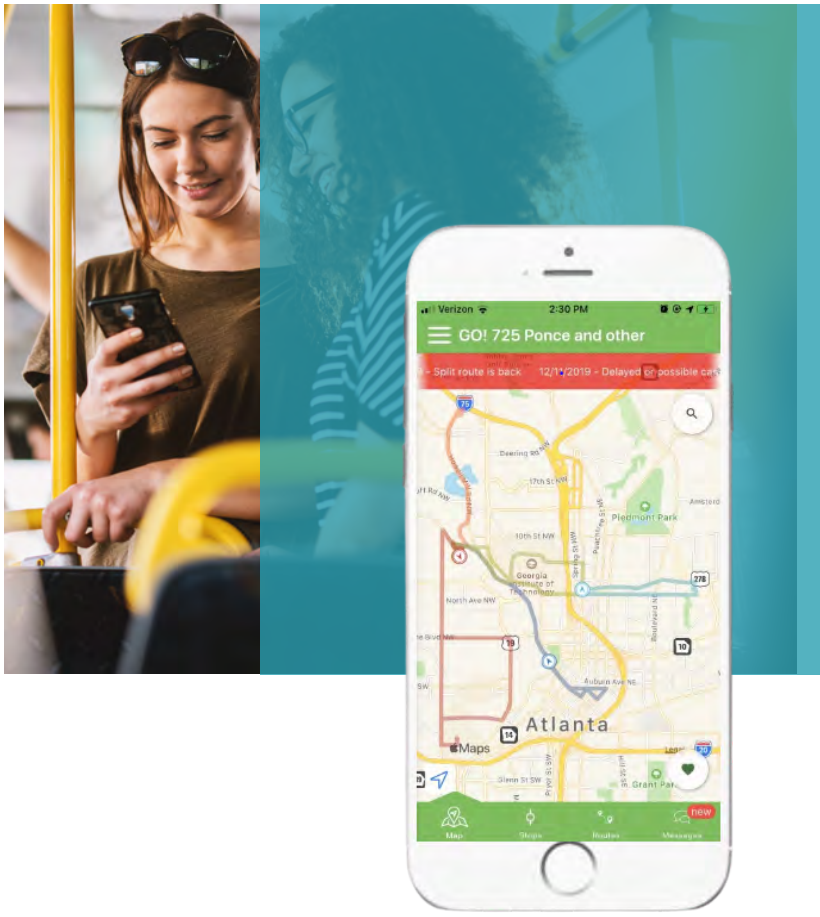




ALERTS & ANNOUNCEMENTS

Passenger Notifications

The system has two levels of communication within the application: “Alerts” for immediate notification and highlighted viewing and “Announcements” for general information.



Alerts

Alerts scroll above the map and do not require any action by the user to view them. These notifications can be dispensed automatically to all users. Alerts are usually used as a rapid response to emergency events, such as an accident causing a sudden road closure or a lockdown at a university.

Announcements

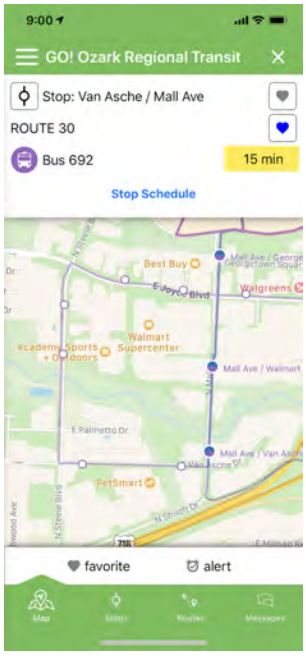
Announcements are indicated by the red message button on the bottom right of the home screen. Users tap on the indicator to view the more detailed announcement information. Announcements are typically reserved for non-vital communication, such as route changes or other relevant transit updates.

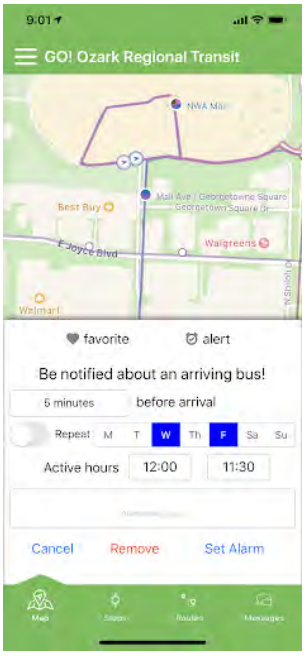
RIDER-SCHEDULED ALERTS

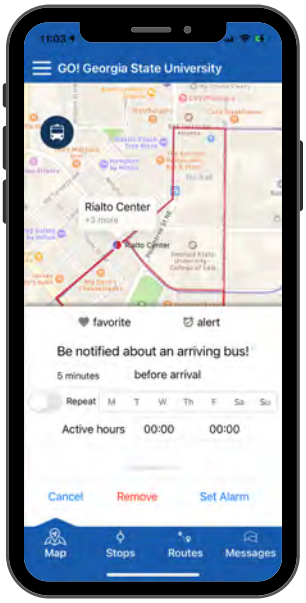
Automated Alerts for Riders

Smartphone app users have the ability to set an Arrival alert for their favorite stops. These alerts are calculated based on vehicle location and will notify the rider when the bus is 5, 10, or 15 minutes away from their preferred stops.

These user-created reminders have a high degree of customization, enabling passengers to nickname them and set specific times they wish to receive these reminders.







Setting Up Rider Scheduled Alerts

To "favorite" a stop, the user needs only to click on it in the live map and hit the "favorite" button.

This is also where they can find the "Alert" setting, and configure the notifications to their needs.

Live Arrival and Departure Notifcations

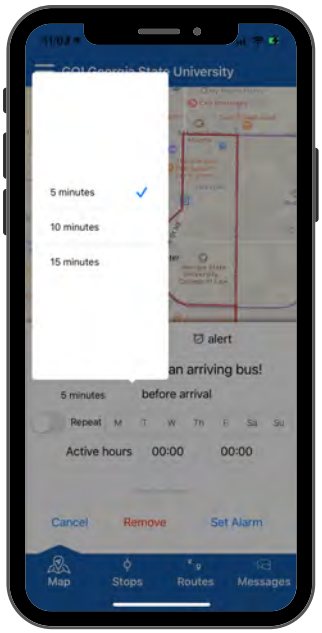
App users are able to choose favorite stops and set up alerts for them. These alerts set by the app will let them know when vehicles arrive or depart a stop. Alerts can be altered or turned off at any point by users.

Users can select one or more of the routes, view the distance from their current location and tag the routes as favorites. On-screen help is available for assisting users with key system components.

Choosing any stop on any route will provide the user with the ETA (Estimated Time of Arrival) information about the next buses scheduled to service that stop.

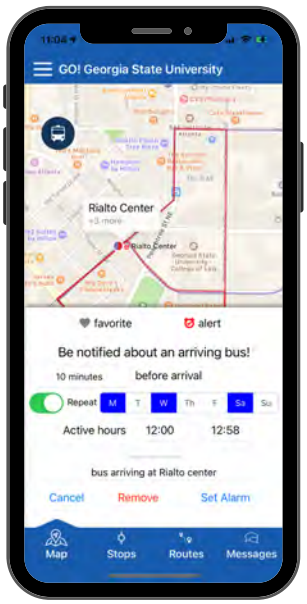
Timed Arrival Notifications

When setting up arrival and departure alerts, users have the option to give themselves advance alerts. Passio GO will alert them when the next vehicle is five, ten, or fifteen minutes away from arriving at their chosen stop.



Timing Scheduled Notifications

Users can set the specific days and times they will receive arrival and departure notifications. They even have the ability to nickname the alerts or add comments.



Passio GO SMS Add-On

Passio also offers an optional direct SMS service to passengers to get bus ETAs. This is useful for passengers who wouldn't like to download the app, or who do not have a smartphone.

The Passio GO SMS add-on is further described in the Optional Features section.

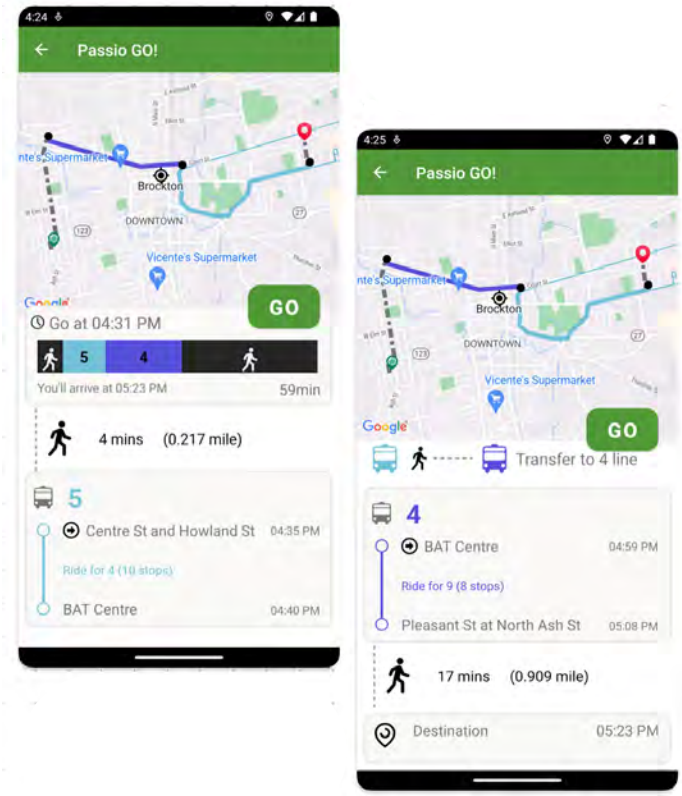
TRIP PLANNING

Passio GO Trip Planner

Easily get detailed navigation instructions using the Passio GO Trip Planner, available on the Passio GO website and native apps.

Simply input your origin and destination, then the Trip Planner will calculate and display trip instructions, including: boarding location, route number(s), and bus number(s). The results, which are available in list or map form, are optimized by user selectable criteria, such as the desired boarding time, arrival time, and total travel time.

Other features include multiple itineraries, accessibility options, transfers, walking directions, and other custom planner tools.



INTEGRATION CAPABILITIES

Passio provides a real-time transit application programming interface (API), documentation, and JSON output for customers. Our programmable API is fully documented for consumption and integration with any other system capable of API integration. Real-time vehicle location data is provided every 3-10 seconds depending on vehicle speed. The Passio API includes all historical service records, live location data, estimated time of arrival/departure, as well as additional optional system information such as vehicle telematics and exact passenger load. API access is provided over HTTPS and retrieved from Passio's secure site. Each Passio customer owns and has full access to system data throughout the life of their contract.

Data is sent and received as JSON unless stated otherwise. JSON is more efficient because it is designed specifically for data interchange. JSON encoding is terse, which requires less bytes for transmission. JSON parsers are also less complex, which lowers processing time and memory overhead.

Passio currently integrates with Transit App, Moovit, Google Transit, TransLoc, and many other transportation platforms. We are 100% committed to a long-term partnership and environment of collaboration.

PASSIO NAVIGATOR

Passio Navigator is our cloud based reporting system. Managers can set up user accounts with permissions, protecting sensitive information. Navigator is easy to use and requires almost no training. Generate reports based on set filters, or create your own dashboard reporting.

PASSIO TECHNOLOGIES

Passio Navigator

Main Features

CAD/AVL

Utilize reporting, live maps, driver schedules, geo-fence locations, and playback histories. Managers can add/edit/remove routes, stops, and drivers in real-time. Users can also pull passenger boarding/alighting reports to monitor route daily use.

Control and Changes

Take full control with Passio Navigator to update your system in real time without assistance from us. Create multiple route versions and/or detours to implement immediately or later.

OpsView

View the live map of all routes in real time. Customers can locate their entire fleet, see if drivers are off route, view schedules, and see current passenger load.

Reporting Filters

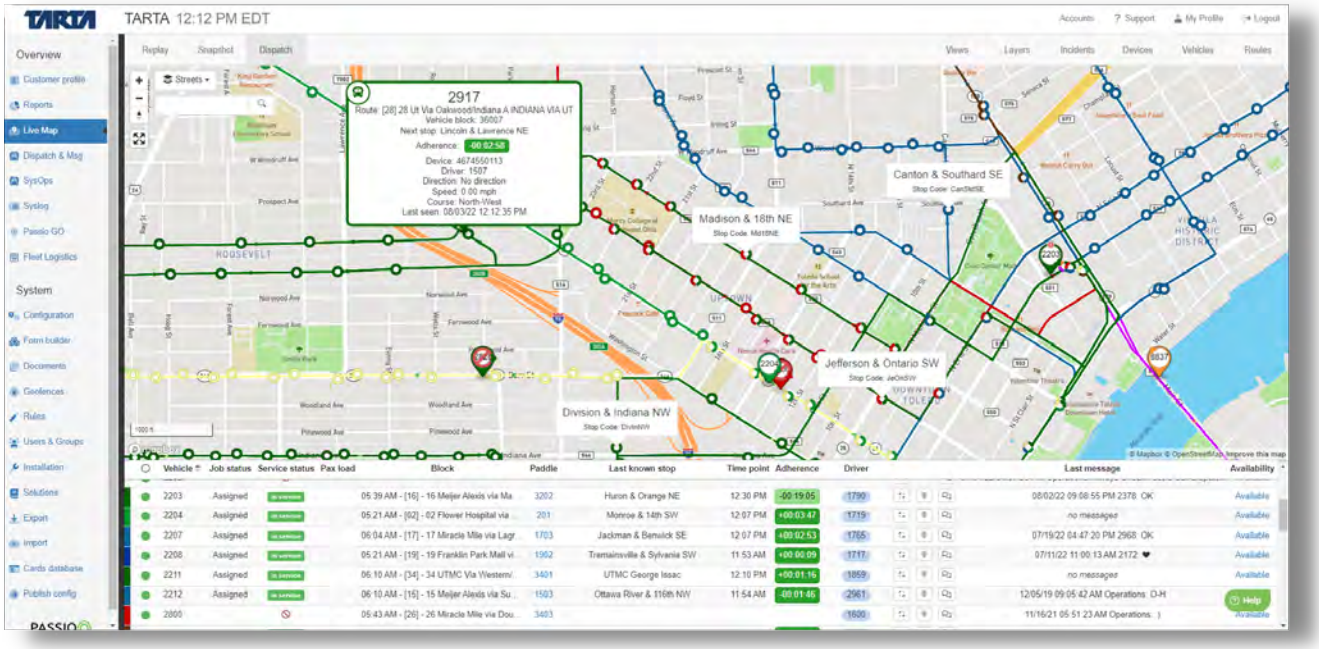
Filter all reports by bus, driver, route, stop, passenger types, and more to create custom dashboard reports.

On-Time Performance

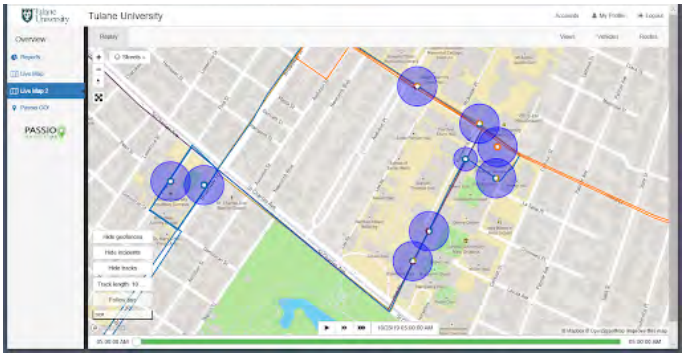
Use our preset on-time performance report to see which routes are performing well, and which may need to be changed. Reports can be pulled by hour or day to see if vehicles were early, on time, or late to specific stops.

Cloud-Based CAD/AVL Management Solution

Passio Navigator™ is the man behind the curtain, our web application controlling access to system features for each individual user with multi-layered security features. Navigator™ provides customers with full access to configure their system and fleet information. All Passio customers are connected to Passio Navigator™. Each user's view is limited to their products and services. This ensures that the system is easy to learn, training requirements are minimized, and interactions are efficient for all of our users.



Passio Navigator Live Map & Dispatch View

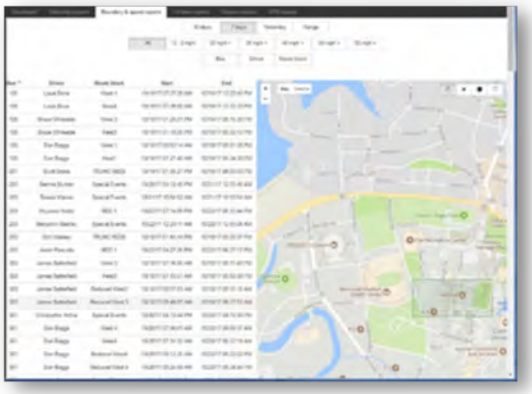


Passio Navigator - Stop/AVA Geofence Map

Passio Navigator - Reporting Module

Access

Visibility to all settings and the ability to make updates in real-time is incredibly valuable for customers. Passio's outstanding account management team is always available to answer questions or make the updates at our customer's requests. This industry leading tool for management and reporting provides customers with unparalleled access to information, while ensuring simple and straightforward access to reports and analytics. Passio has developed an integrated, web-based, user guide for training and system use. It is available to all active customers and is consistently updated by our support team. Users are granted access based on their need to review, update, or evaluate aspects of their system.



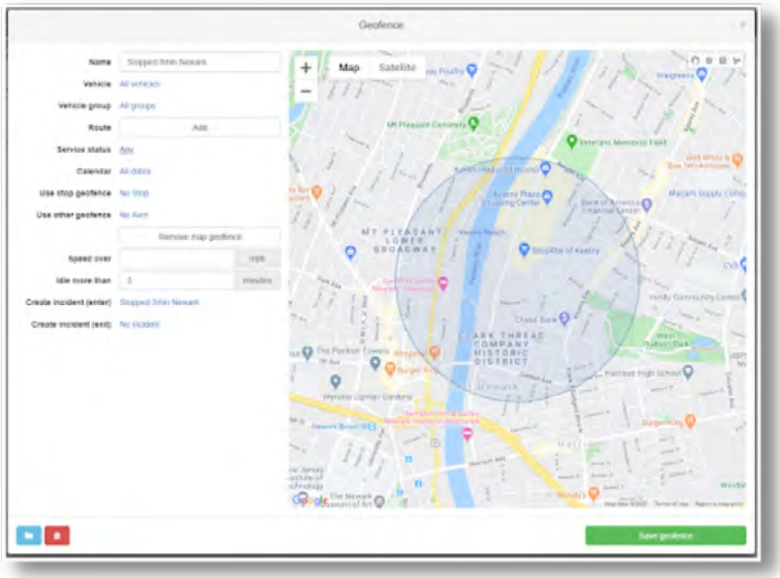
Speed Fence Activity

Users have the capability to highlight a specific area on the system map to select all speeding incidents that exceed the threshold set in the report configuration.

Incident and Alerts Reporting

The Passio Transit platform logs and provides reporting on all tracked incidents. These incidents include In and Out of Service status, system alerts such as speeding, off route, and idling, and customer defined alerts. The defined alerts can be tailored for each system and may include customer specific incidents, emergencies, accidents, and/or passenger incidents.

Each incident is tagged with the time, date, latitude, longitude, latitude, route, driver, vehicle number, device number, passenger load, and incident type. If enabled, both audio and photo recordings can be attached to any operator-initiated incident.

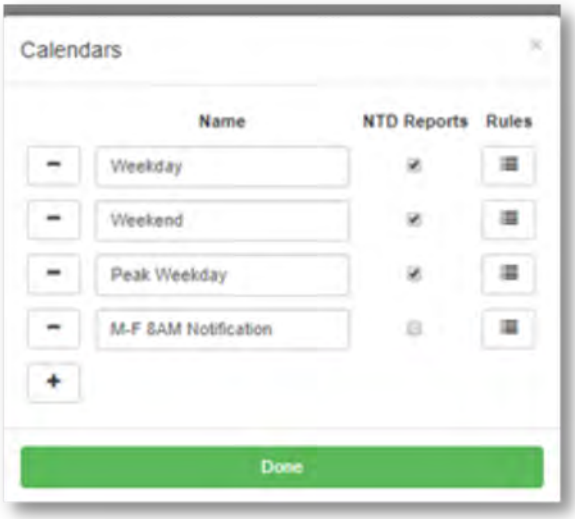


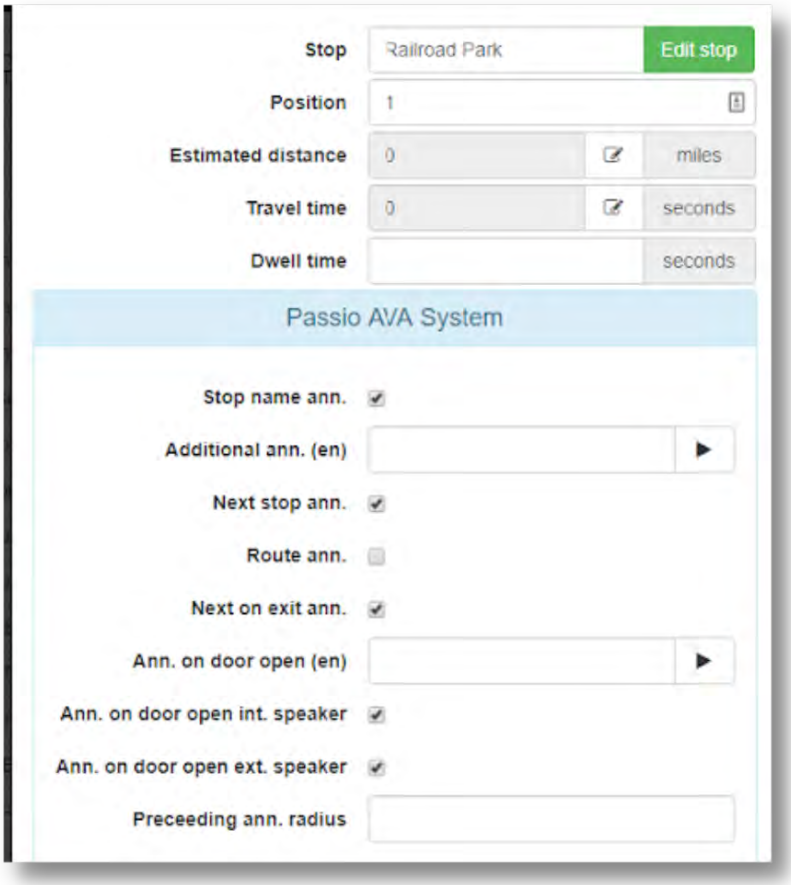
Passio Navigator - Alert Geofence

Alerts

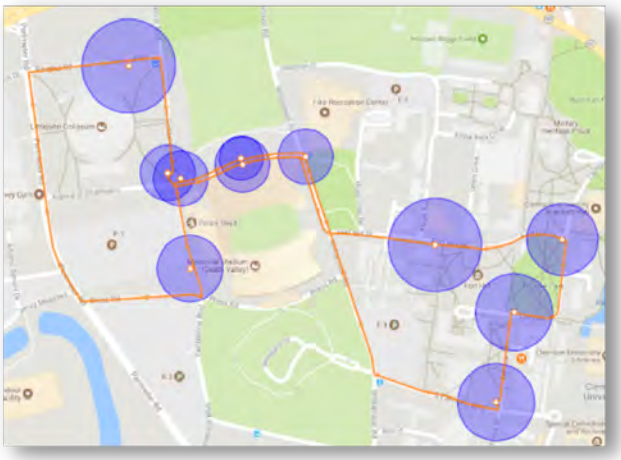
Passio Navigator users may configure alerts to be sent to as many as twenty-five email or text recipients at one time. Alerts are configured so that the times and days of the week can be set to make an alert 'active' which will enable the alert to be sent to a specific group.

Alerts are scheduled using the calendar function found in Passio Navigator. Multiple calendar options are set using pre-defined business rules and then can be selected for application to each alert individually. Available alerts include speed infraction, vehicle idling, off route, and location.

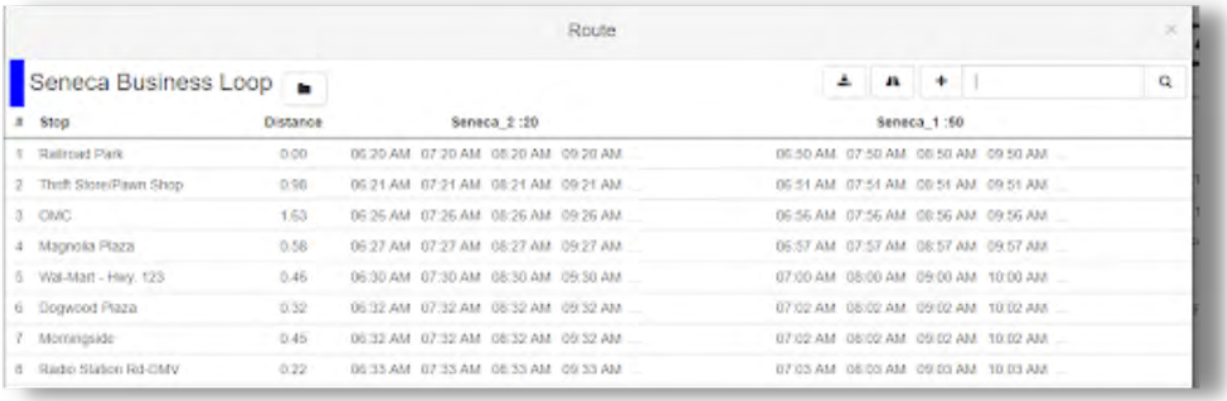




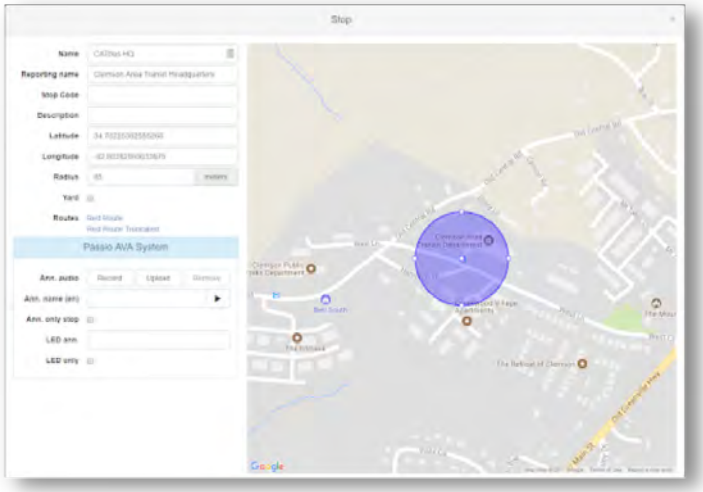
Route blocks, scheduled time points, automated voice announcements, and LED sign controls are all configured within Passio Navigator.



Access to stop, route, and driver information is a single click from the topline configuration menu bar. Updates are straightforward and intuitive, but also provide a significant amount of control and flexibility for managing the system.



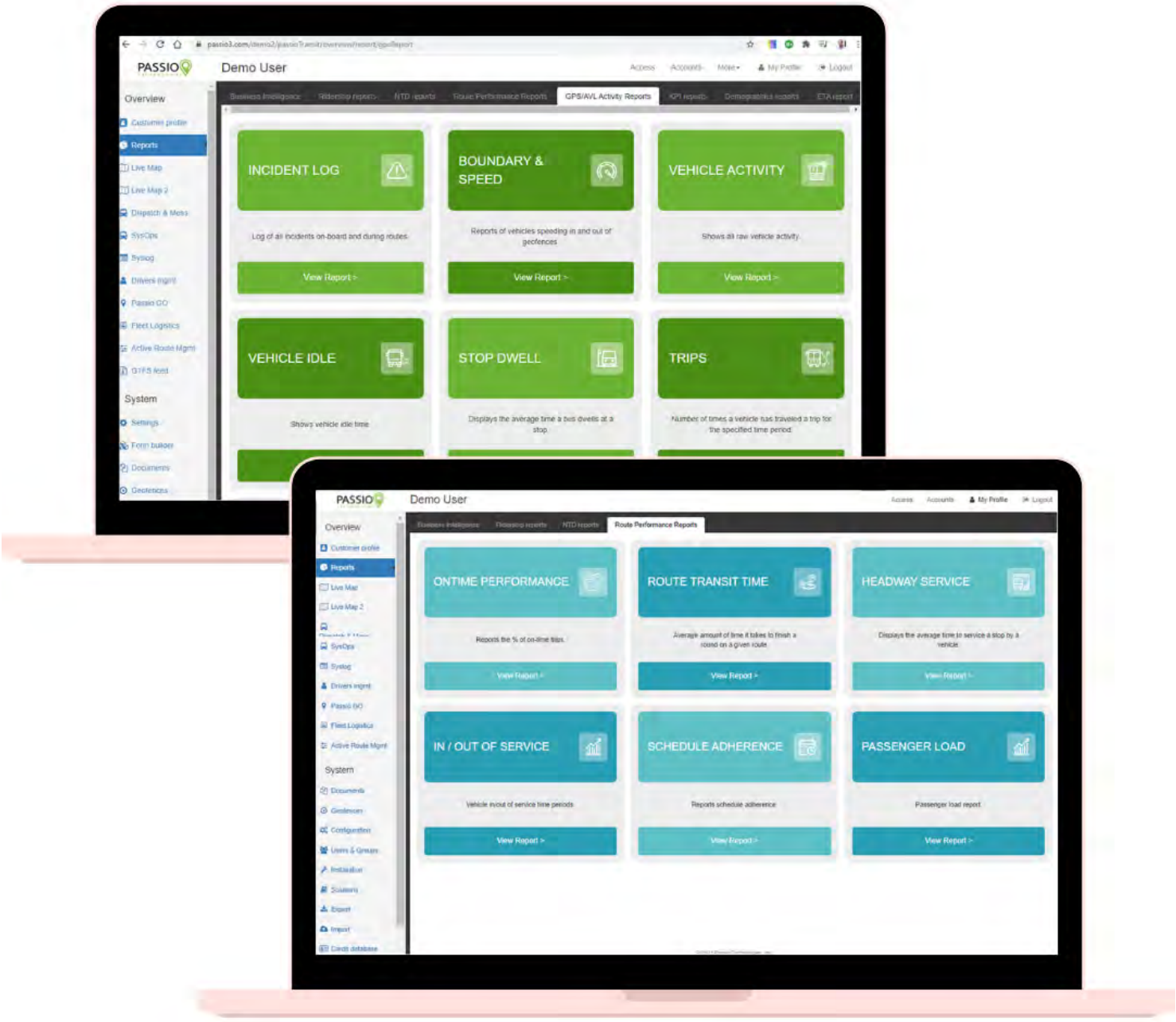
Passio Navigator - Route Timepoint Configuration



Passio Navigator - Stop Configuration

Passio Navigator - Reports Pages

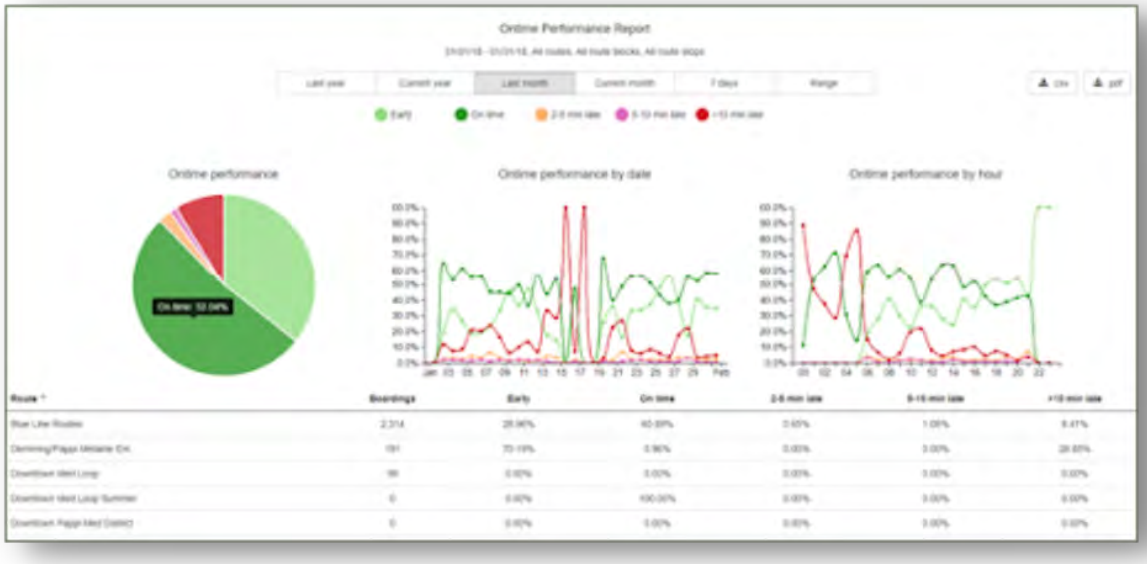
The following presents an overview of reporting tools found within Passio Navigator. More detail on Passio data dashboards and reports is presented in the Business Analytics section of this proposal.



Passio Navigator Reports Menu

Passio Navigator™ Reporting Tools

The Passio reporting system is managed through Passio Navigator™. This enables our customers to have a single login with access to all reporting, configuration, and management functions within the Passio Transit Platform. The reporting system is divided between dynamic reporting and dashboard reports. The dynamic reporting tools are designed to allow the end user to build reports using combinations of filters for both specific and general areas of analysis. The full spectrum of components and fields within the database are available for the user to build the view they need with a few simple mouse clicks.



Passio Navigator - Dynamic Reporting Module

Primary Report Views

- Filter by custom or pre-set time periods
- Group reporting data for by quarter, month, week, day or by time (hour or ¼ hour)
- Select operational detail levels such as routes, stops, drivers, and buses.
- Custom passenger types can be filtered, segmented, and reported
- Switch between passenger boarding and alighting counts for all filter views

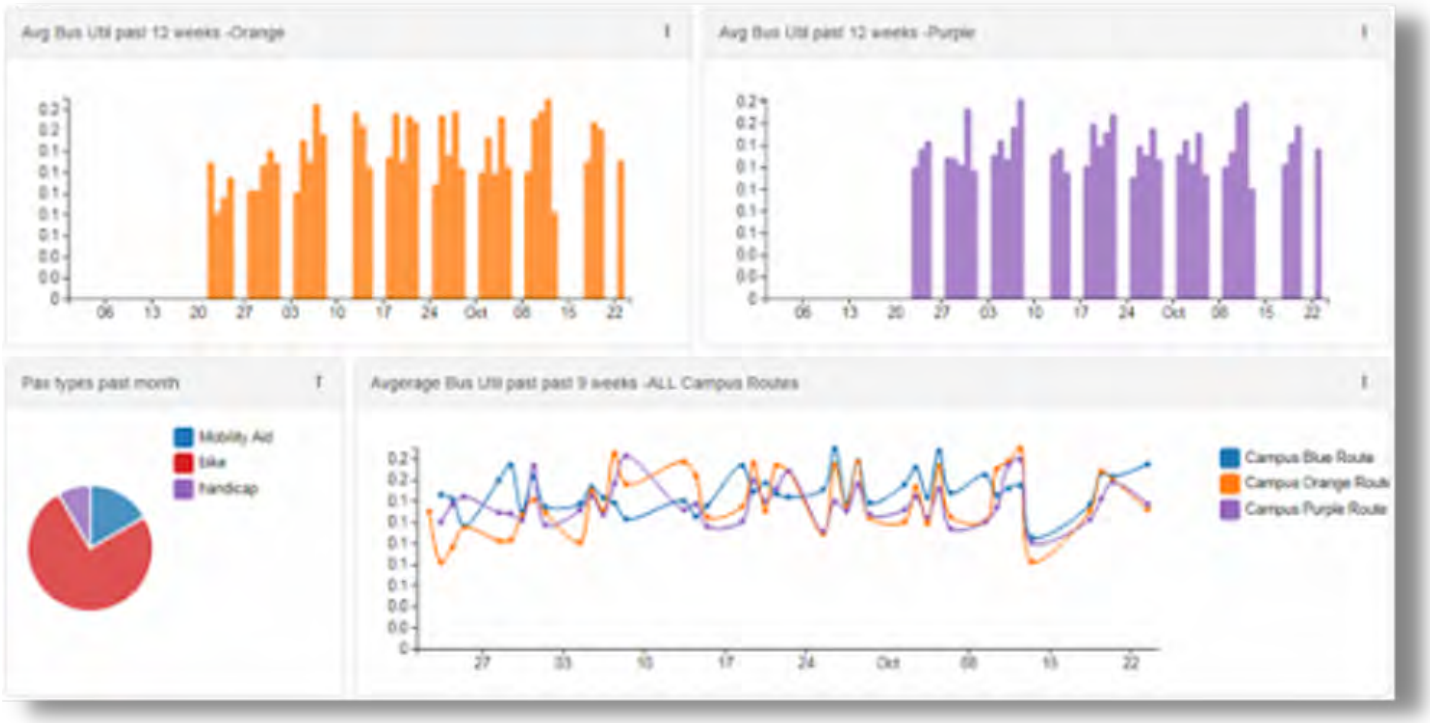
Trend Analysis

- Switch between passenger boarding and alighting counts for all filter views
- Compare ridership trends by month, week, day, quarter/semester, weekday, hour, ¼ hour
- Capture NTD related data such as Passenger Miles Traveled
- Route reporting at three levels (block, route name, combined route)
- Capable of grouping stops in alternate combinations outside of route groupings

Dashboard Reports

Dashboard reports enable users to design and save reports to their unique specifications. Users tailor reports based on presentation type, data analyzed, filters used, and comparison analytics.

Reports include a graphical interface for display and presentation. The interface allows users to dynamically create bar, line, pivot tables, and pie charts without downloading to third party software. The data is available for export into common formats such as CSV (to XLS) and PDF. The user may create multiple dashboard pages specific to the KPIs that they want to see as well as the ability to email or print individual reports or entire dashboards ad-hoc or create scheduled group emails.



Passio Navigator - Bus Utilization Reporting

Report Time Period Settings

The Passio Navigator module has the capability to group data for reports at both the 'system day' and 'calendar day' level. For example, routes may end after midnight, but should be reported with the previous day's activity. System should allow users to configure reports to begin a day at a particular time and end at a particular time the next day. The 'Start of Day' field is configurable within Passio Navigator to set the start of the 24 hour reporting period.

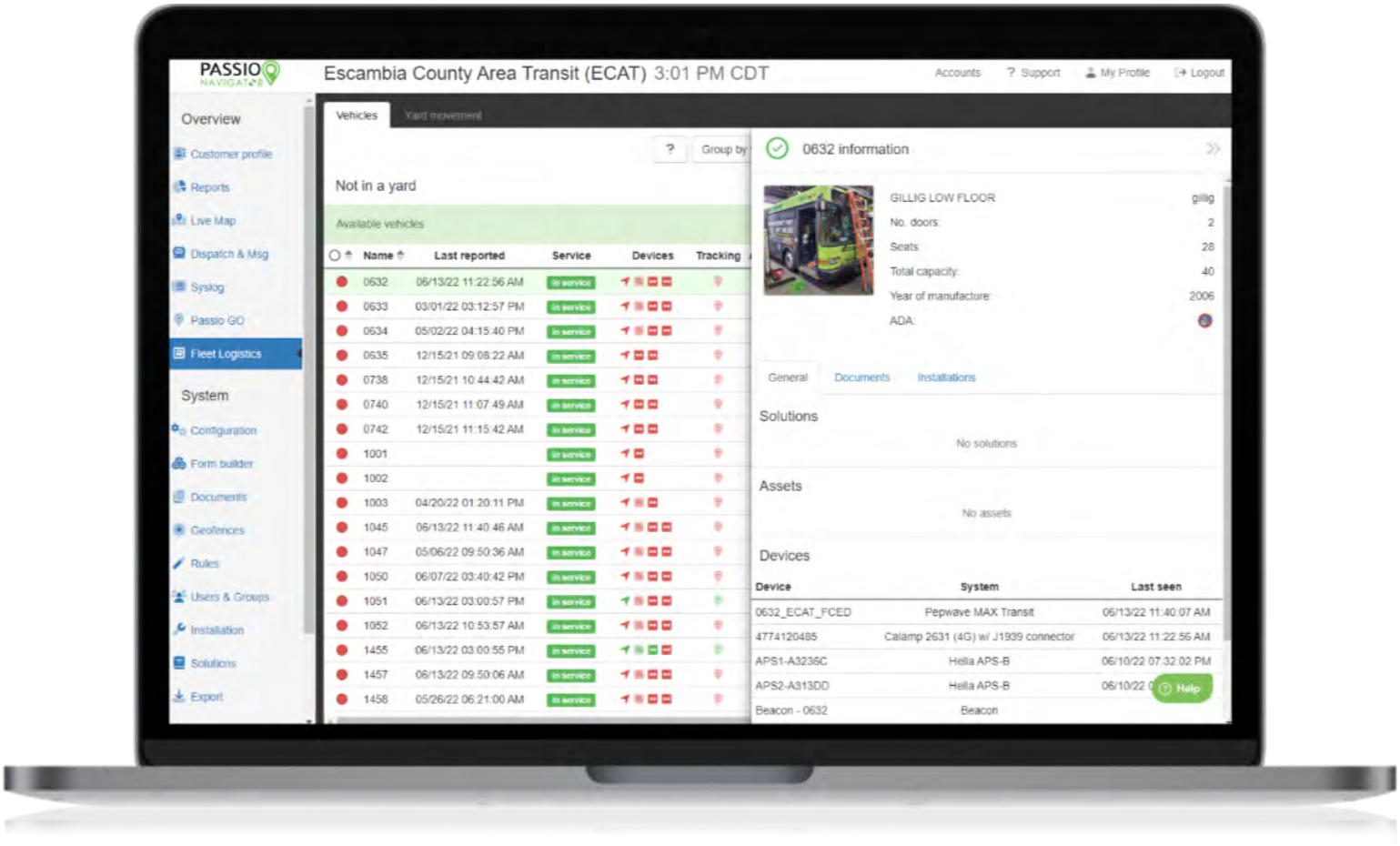
PASSIO FLEET VIEW

Keep your fleet on the road longer by enhancing your fleet monitoring and maintenance processes with Passio Fleet View. Stay up-to-date and make actionable decisions using on-board diagnostics (OBD), fuel monitoring, incident alerts, driver behavior reporting, and other key performance data about your assets. Take this data further with electric vehicle (EV) dashboards and our integrations with other strong industry suppliers.

PASSIO TECHNOLOGIES

DEVICE DASHBOARD

Passio's Fleet View also provides real-time information about the onboard devices on each vehicle. Device status icons are prominently shown for each vehicle, then simply click to drill down for more in-depth information about any vehicle and its onboard hardware.



Device information includes brand, model, serial number, and a time stamp indicating when the device was last seen by the system. Installation notes and photos are stored alongside these details, and any other relevant documentation can be added for convenient system management.

Devices

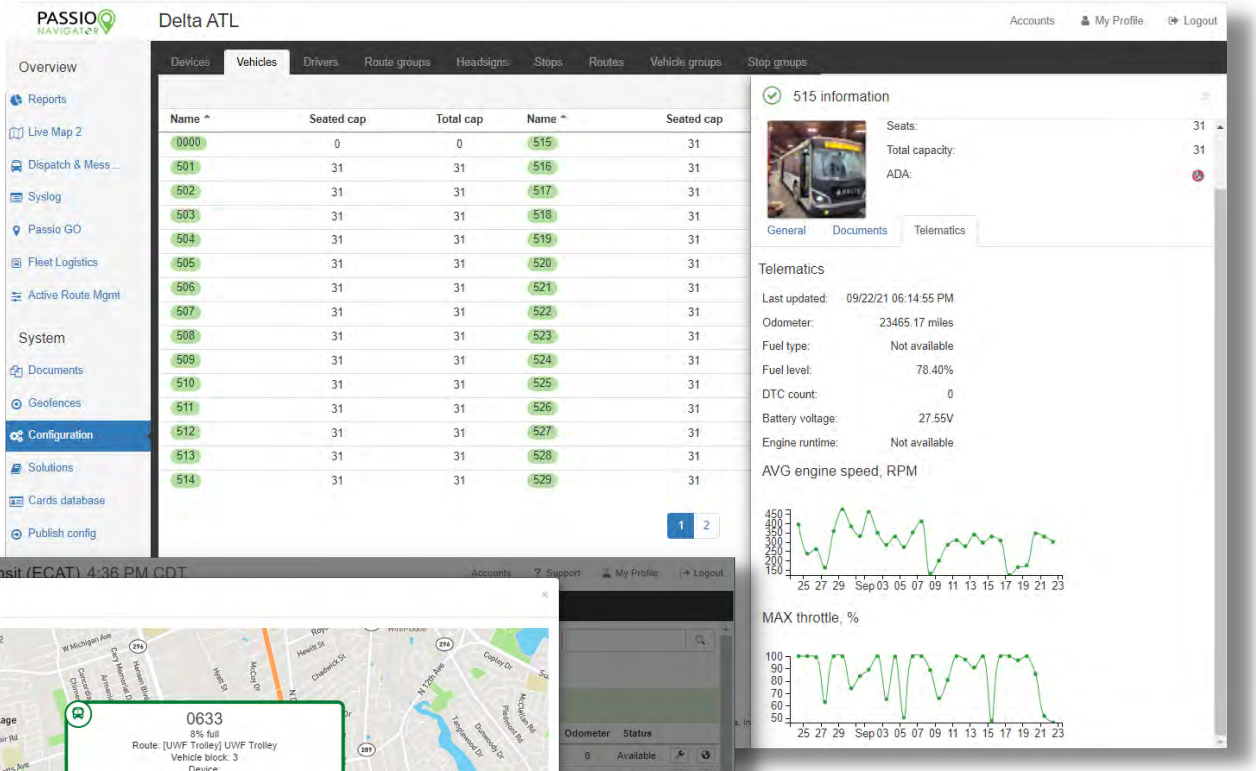
Device	System	Last seen
0632_ECAT_FCED	Pepwave MAX Transit	06/13/22 11:40:07 AM
4774120485	Calamp 2631 (4G) w/ J1939 connector	06/13/22 11:22:56 AM
APS1-A3236C	Hella APS-B	06/10/22 07:32:02 PM
APS2-A313DD	Hella APS-B	06/10/22 07:32:03 PM
Beacon - 0632	Beacon	
roof antenna - 632	Roof mount antenna	

REAL-TIME FLEET TELEMATICS, HEALTH, & LOCATION (OPTIONAL)

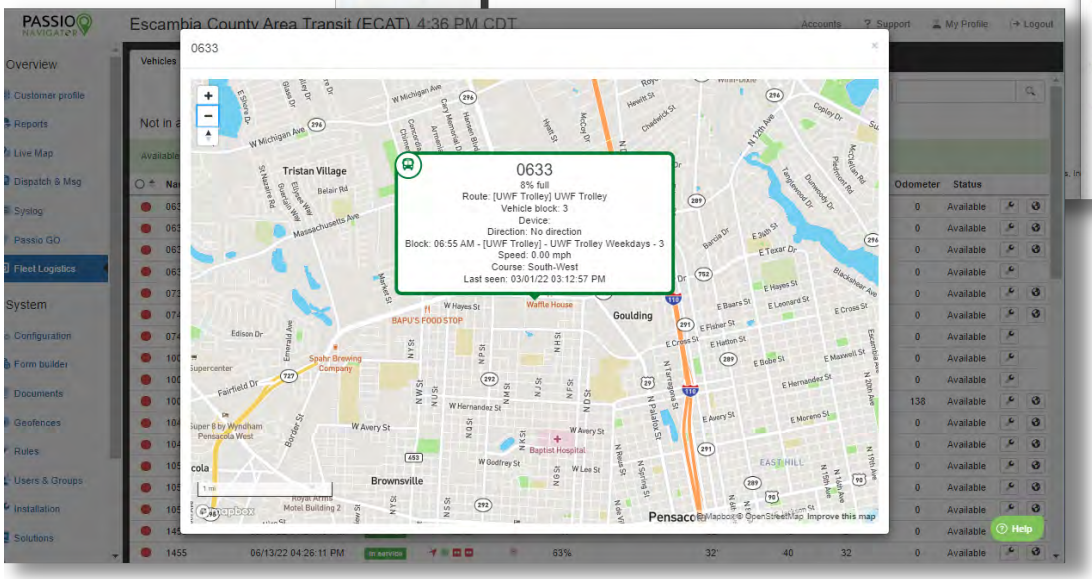
Review critical vehicle and driver data within our Passio Navigator Telematics dashboard. Telematics reporting is dependent on asset type and the metrics are provided at different rates, some as often as every 5 minutes, others once a day.

Passio provides 5 levels of telematics:

-Location (GPS coordinates, speed, heading, satellite reading accuracy, and last updated time)
-Odometer readings and/or engine runtime
-Diagnostic Trouble Codes (fuel level, battery voltage, odometer, max throttle %, average engine speed (RPM), and other DTC codes)
-Driver behavior (harsh braking, jackrabbit starts, quick accelerations, hard left turns, and hard right turns)
-Enhanced driver behavior is available with our Passio Vision AI dashcams, which include distracted driving (drowsy, eating, texting, calling), following too closely, lane departure warnings, and crash detection.



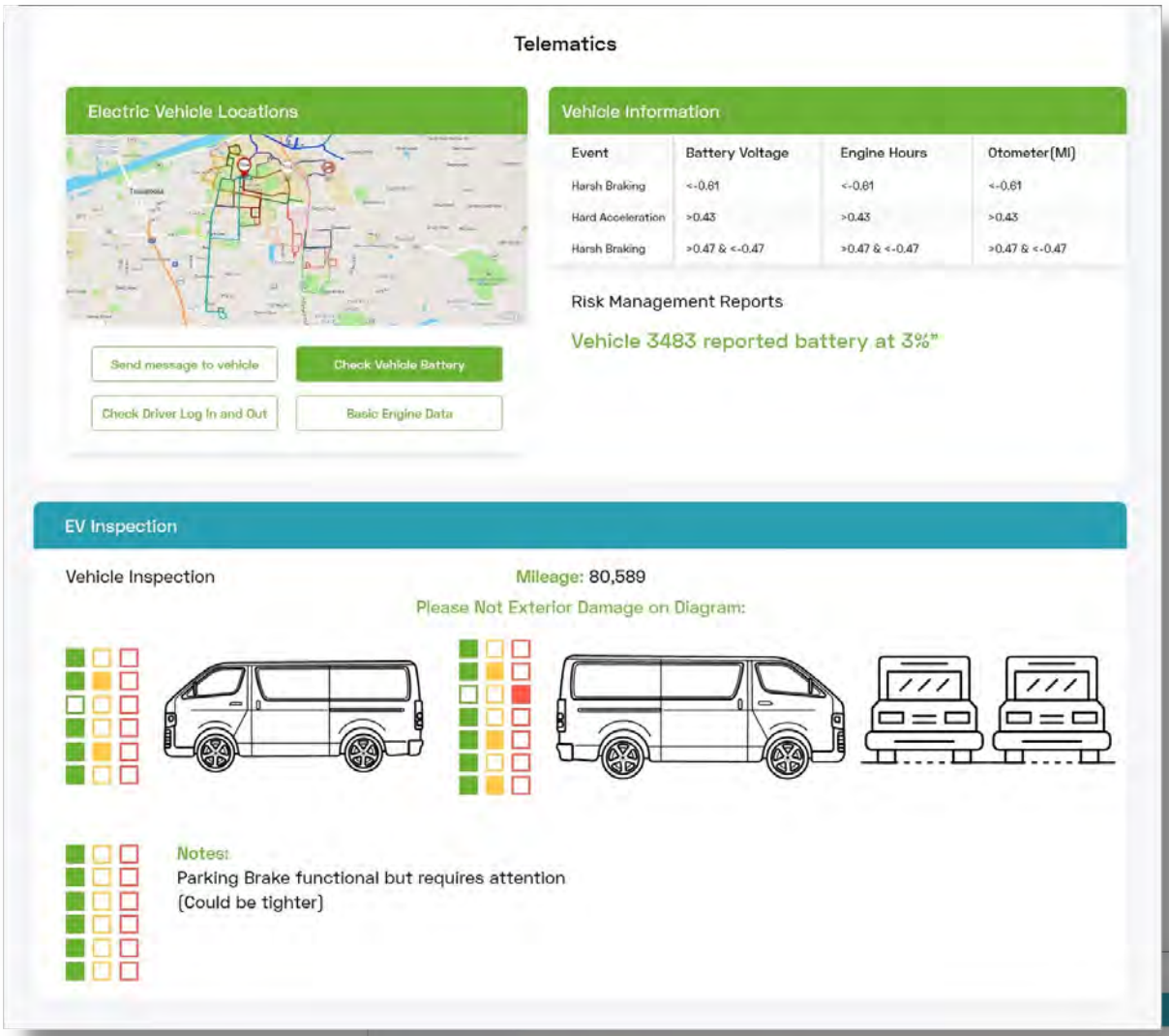
Passio Fleet View - Telematics Dashboard



Passio Fleet View - Individual Vehicle Status & Location Mapping

VEHICLE HEALTH REPORTING (OPTIONAL)

Electric Vehicles have specific requirements such as charge time and vehicle risk. Our Electric Vehicle Dashboard includes optional vehicle inspection data and multiple operational trends.



DRIVER BEHAVIOR MONITORING (OPTIONAL)

Monitor driver trends over time such as speeding, hard braking, idling, fast starts, impact detection, high and low acceleration, etc.

YARD MANAGER (OPTIONAL)

Effectively managing resources is the single biggest challenge when it comes to running a transit system. Ensuring that the right vehicles are available and accurately paired with scheduled trips while confirming operator assignments, licenses, and certifications can be a daunting task without proper controls and tools. Leaving the yard late or missing a trip altogether can result in penalties, liquidated damages, and irate passengers and clients.

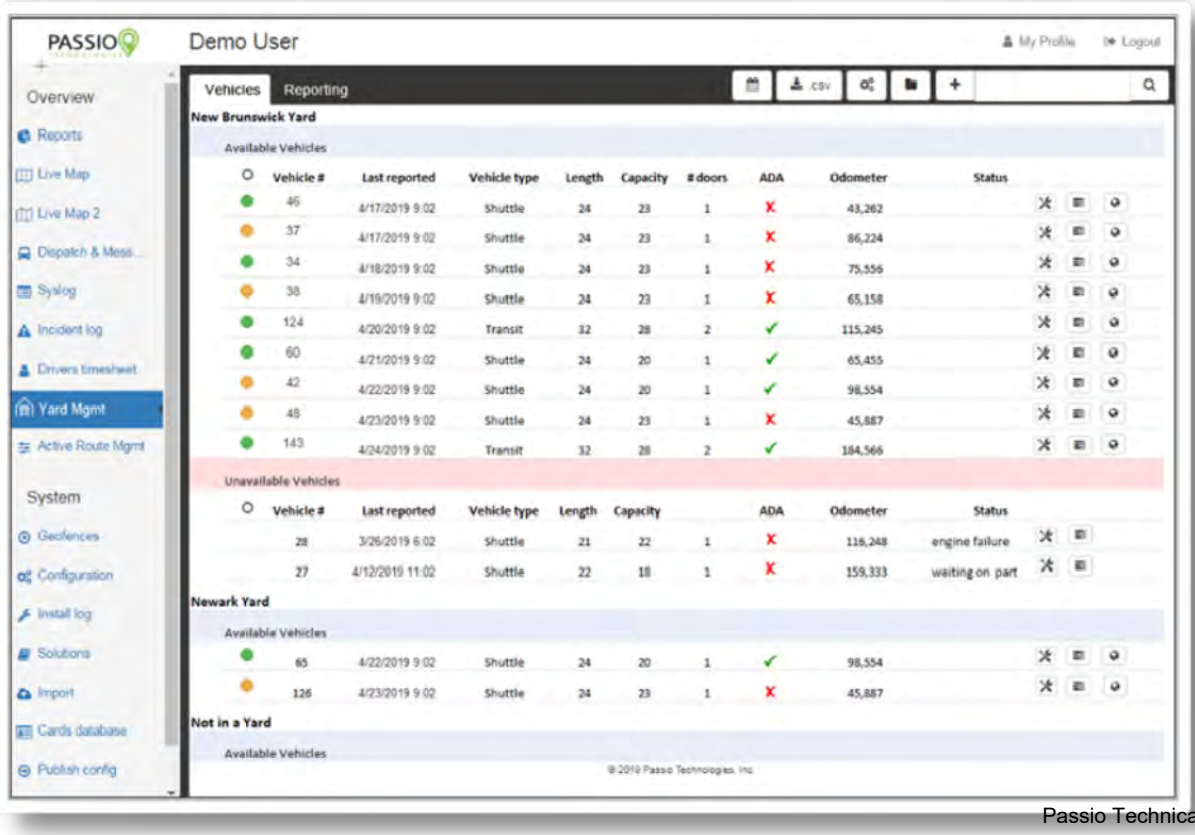
Route performance is impacted by external factors such as traffic congestion, passenger volume, and special events – none of which can be controlled. Focusing on what happens during pre/post route activity by managing the bus yard before and after revenue service can significantly impact cost and performance. Meeting customer KPIs (Key Performance Indicators) are much more likely when operators handle non-revenue activities efficiently.

"You can't manage what you can't measure", so you need a tool to measure these important metrics. That's where Passio Yard Manager comes in.

With Passio Yard Manager, your supervisors will know who's working, dispatch will know which vehicles, and which types are available, and managers will get real-time and historical visibility into on-time performance of drivers, vehicles, and trips. Yard performance metrics include variance reporting, comparing scheduled or expected times vs. actual performance times.

Vehicle Yard Overview

Simplify visibility of which vehicles are available for service. Each 'yard group' lists assigned vehicles and all corresponding onboard assets and installed technology, and the vehicle's status is marked as either available or unavailable. Status options are configurable for each system and can include for example: Road call, On-site maintenance, Off-site repair, or Out of rotation.



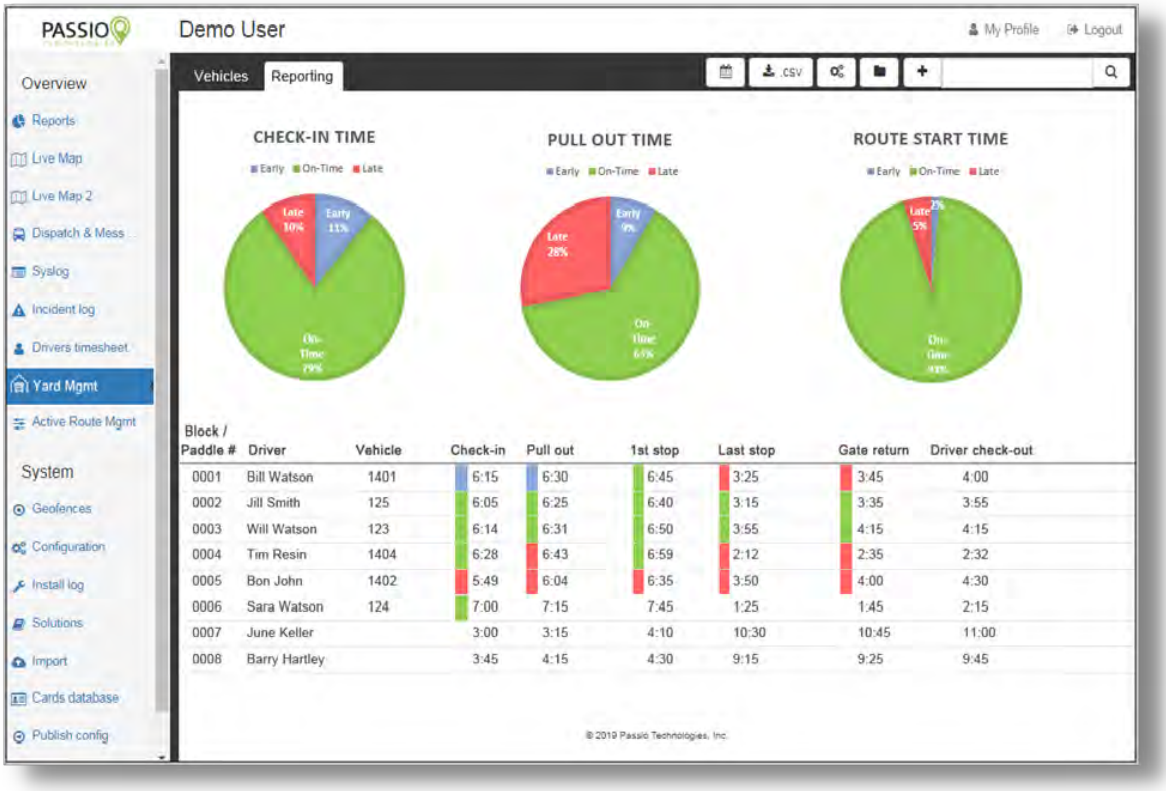
Reporting & Analytics

Review historical reports for trends and answer questions -

Review historical reports to identify trends and answer valuable questions such as:

- How many hours and miles are non-revenue?
- Which drivers are on-time?
- Are the variable times (yard walk, deadhead, check-in/out) reasonable?

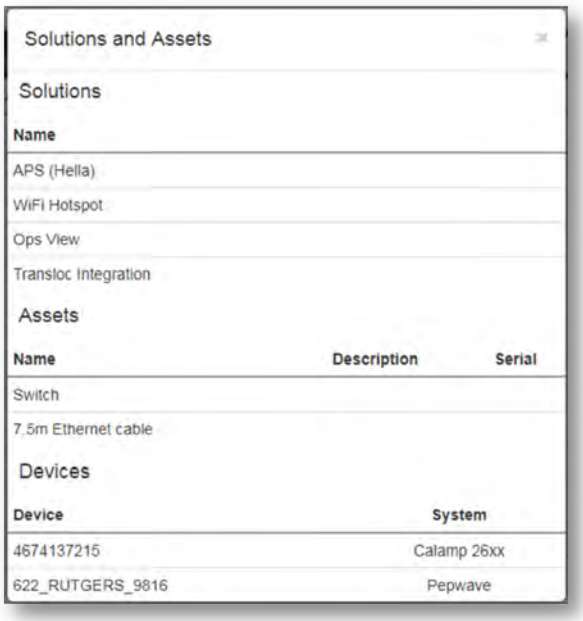
Access a daily view of who is checked-in and assigned to work. Driver assignments are streamlined for dispatchers by integrating with time clock systems and driver kiosk check-ins via PIN code.



Vehicle Asset Module

Tracking all technology on board the bus can be extremely valuable for support, operations, and ongoing service. Yard Manager allows back-end management, and updates of on-board hardware, assets, and assigned technology solutions. The real-time status of your vehicle's technology can be viewed and monitored.

All Passio equipment is recorded in the asset module, but with Yard Manager our customers are not limited to one technology suite or one company. Our clients can track equipment for other technology on board the bus for camera systems, destination signs, radios, and more.



Passio Transit MDT

Main Features

Integrations

Our MDT can integrate with APC & AVA systems, LED signage, and Passio GO, building a full customer journey with minimal operator involvement.

Driver Login

Drivers log in to the MDT when beginning their routes, making it easy for managers to see what vehicles and drivers are currently on route.

Training

Vehicle operators are provided with a simple 20 minute training session on the MDT, which uses an intuitive design making it easy to operate while on the road.

Navigator

The MDT works with Passio Navigator to report information back to our cloud-based reporting system. Customers can monitor data in real-time and build custom reports using dashboards and filters.

Connectivity

Passio MDTs use 4G LTE connections and are directly connected to vehicle power. The MDT can function in extreme weather conditions while providing vehicle location, system status, and reporting metrics to Navigator.

Passio Transit MDT

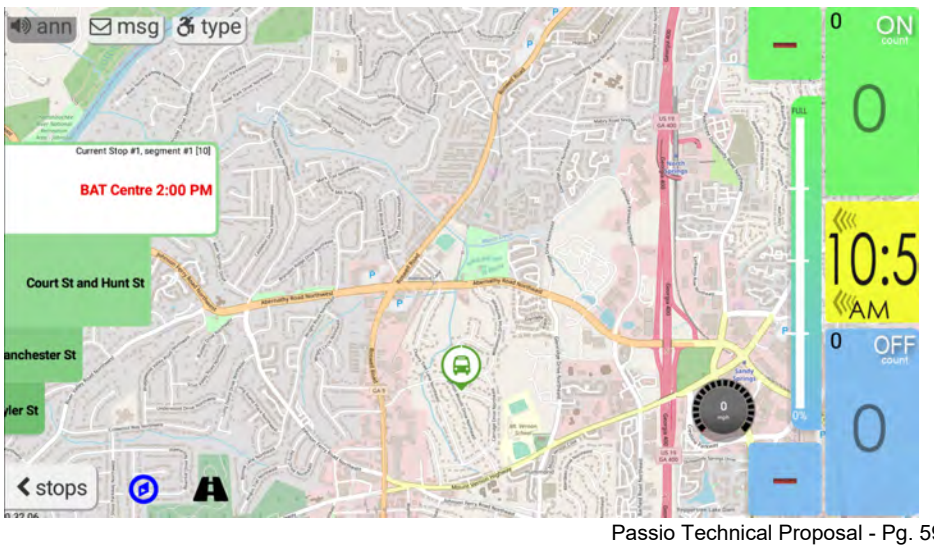
At the heart of the on-vehicle CAD/AVL system is the Passio Transit software and our Edge MDT, an android-based, rugged, touch-screen driver interface. This single-connection, modular and swappable device natively connects to other onboard devices for the control and collection of data. All configuration information, collected data, and communication is handled through our secured web portal with individual logins at central dispatch.

When we think about the edge of something, we often conjure images of cliffs and mountains with endless possibilities and opportunities. In much the same way, the "Edge" in transit technology represents the most current advancements - and even introduces new innovations that may have been previously unheard of. It represents the "Edge" of your technology platform. Transit tech is unique – it does not simply operate with an app and a smartphone. It requires creating serious hardware connections in a very challenging environment. Next to heavy construction and manufacturing and mining, moving vehicles with a variety of power, instruments, and wiring diagrams is one of the toughest environments for hardware and electronics. It is crucial that the ITS solution you choose for your system provides the on-board hardware components that are rugged enough to withstand this environment. The Passio Edge MDT™ showcases the design, connectivity, and interface to elevate your transit system to new heights.

Passio Transit App - MDT Live Maps

Passio Transit Software

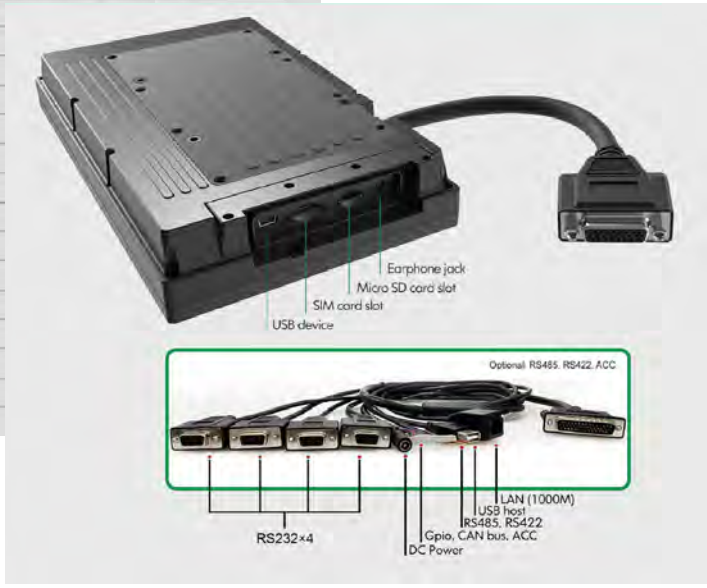
Drivers simply login to Passio Transit and choose their assigned route. The software displays their stops in sequence and they are ready to go.



Hardware Specifications

The Passio Mobile Data Terminal is constructed to meet the requirements unique to transit operations of different sizes and configurations. It is installed to be managed safely and used effectively by operators and is referred to as the intelligent "brain" of the Passio ITS system. It provides location, announcements, and real-time information to passengers, direct and immediate performance metrics to operators, and enables management and agency leaders to gather the data necessary to plan for the future needs of the system.

System configuration	CPU: NXP i.MX 6DualLite 800MHz ARM Cortex-A9 processor
	GPU: 3D Vivante GC880 35Mtri/s 266Mpxl/s Open GL ES 2.0
	Optional: NXP i.MX 6Quad 1.0GHz ARM Cortex-A9 processor
	RAM: 1G DDR3, flash ROM: 8G eMMC
	OS: Android 5.1.1 / Linux Debian 8.0 / WinCE 7.0
Media	Audio: MP3, MP4, WMA, WAV...
	Video decode 1080p30 + D1
	Video encode 1080p30 H.264 BP / Dual 720p
Interface	Micro SD card slot
	USB slave 2.0, USB host 2.0
	Earphone jack
	DC power input
	RS232×4 / RS232×3+RS485×1 / RS232×2+RS422×1+RS485×1
	(optional RS485 / RS422 interface)
	1000M Ethernet (RJ45)
	Gpio input×4, Gpio output×4, CAN bus×2
	Optional: 3G / 4G / Wi-Fi & bluetooth / camera / GPS / ACC
Touch Panel	Multipoint capacitive touch screen
Display	7" LED backlit
Screen Resolution	800×480
Brightness	450cd/m²
Contrast	500:1
Viewing Angle	140°/ 120° (H/V)
Power supply	DC 9-36V
Battery	Built-in 2200mAh (optional)
Working Consumption	≤9W
Charging Consumption	≤24W
Working Temperature	-20℃~60℃
Storage Temperature	-30℃~70℃
Dimension (LWD)	220×132×36.5mm
Weight	740g



Schedule Adherence - While in service, drivers can keep up with their own schedule to determine if they are behind, ahead, or perfectly on schedule. A clock time in blue indicates the driver is behind schedule, and a yellow clock denotes ahead of schedule. Additionally, passenger counts from the APC unit are displayed to the driver instantly. The top buttons allow the driver to make custom announcements, edit passenger types, and create boarding groups if needed.

In/Out of Service Status - This feature measures revenue hours for billing, route schedule validation, and NTD reporting. Drivers have the following options when going out of service: training, fueling, maintenance, charter, and others.

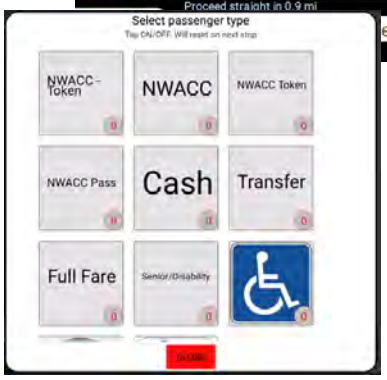
Going back into service is easy, simply tap the service screen, and choose "Start Service".

Driver Check In/Out - This optional add on enables driver status reporting, operations management, and time tracking for data that can be matched to payroll. From the shuttle icon on the bottom left of the MDT screen, operators have the option to start service, check in/out, or change route. Several route status updates can be made by the operator within the MDT.

2-way Dispatch Messaging - 2-way dispatch messaging makes it easy to communicate directly with on board operators through custom messages and receipt confirmation.

EPC Interface (Optional) - Our electronic passenger counting interface allows operators to manually count as riders board and exit the vehicle, if required. The "ON" green button at the top right adds a boarding to the vehicle. Pressing the blue "OFF" denotes a passenger alighting. The yellow counter shows the running total of passengers currently on board. Multiple boardings and alightings are easily created by pressing the GRP button. Passenger and fare types can also be entered from a list of customizable pre-set options.

Passio Transit App - Request & GO add-on



Passio Transit App - Passenger & Fare Types

Covert Alarm Integration - Passio provides two options for Covert Alarm Integration in order to provide your drivers with a safe way to alert dispatch of an emergency incident on-board:

- MDT SOFT LINK: Passio can include a button on the MDT screen that will act as the system's covert alarm. This solution is no additional charge to the customer.
- PHYSICAL BUTTON (Optional): If preferred, a physical button can be made available from our VLU. This option will incur additional hardware and integration fees.

AUTOMATIC VOICE ANNOUNCEMENTS

EASY AUTOMATIC VOICE ANNOUNCEMENTS

Automatic Voice Announcements inform riders of the current route, stop, and other programmable information. No action from the operator is required, as AVA can be set up to begin when entering any custom geofence. Specific announcements can be made on exact dates, or scheduled times, like every game day.

PASSIO TECHNOLOGIES

Solution: Automatic Voice Announcements

Main Features

Announcement Abilities

Announcements can be in up to 3 languages at each stop, chosen from 130 different options. Customers can use songs, pre-recorded messages, and a number of different triggers. Use geofence triggers, timed announcements, door opening sensors, and more.

Geo-Fences

Setting up geofences is easy. Simply edit the geofences using Passio Navigator on the live digital map.

Navigator

Our cloud based solution, Passio Navigator, can be used to manage all AVA announcements, upload pre-recorded information, or reprogram announcements completely with text-to-speech.

Audio Interrupt

We can also allow for audio to be interrupted on vehicles if there is already existing sound playing, such as a radio.

Hardware Setup

Hardware setup is simple and handled by the Passio Install team. Customers also have the option to add external announcement speakers.

We experience the world through our five senses and the two that we most heavily rely upon are vision and hearing. Passio's AVA solution provides passengers with all necessary information to make their ride as smooth as possible. It is simple to set-up, robust in functionality, and easy for operators to use in the field. AVA announcements are set, maintained, and changed by using the stop profile within Passio Navigator™. There are several customizable options including: announcing current stop, next stop, and next stop on exit of a geo-fence. Our system will also allow customers to include both a route announcement and an additional custom announcement. A good example would be if there is a football game, the system could announce the stop name as well as a shout-out to their team.

Our system meets two specifications for all transit systems: complying with ADA (American's with Disabilities Act) requirements, and providing passengers with an amazing "journey experience." We recognize that passengers need different information depending on purpose and ridership. Therefore, our AVA system has eleven (11) settings which can be customized at each stop on each route. Our standard solution contains this level of custom configuration:

- Ability to announce in over 130 languages
- Announcements in up to three different languages at each stop
- Announcing stop and route name
- Announcing next stop upon entering geofence
- Announcing next stop upon exiting geofence
- Announcing upon door open on interior speaker
- Announcing upon door open on exterior speaker
- Announcing upon door open in three different languages
- Announcing at a specified radius point
- Playing pre-recorded messages or music at any stop

Customers have full access to make all updates and adjustments to routes, stops, and announcements, but if it's preferred, Passio will manage all edits, updates and adds for our customers at no additional charge. There is no limit to how many stops, routes, or messages can be added, stored, or played using the Passio AVA system and each device has 4GB of data storage on board the bus.

AVA Configuration & Set-up

The entire AVA system is fully managed within Passio Navigator™. Customers have access to stops, trigger points, routes, and vehicles. The interface is flexible and straightforward, and is designed to grow with system needs. Training is simple and support for updates and remote assistance is unlimited and can be requested well in advance for testing and confirmation.The number of stops and announcements that the system can support is unlimited. All stop announcements are triggered by GPS location, route, and time criteria. Trigger points (not at specific stops) may be added to include key connection points and business centers, as well as public service announcements. They can be triggered by route, direction, and GPS location.

Features and Functionality

Variable Stop Radius – each stop radius can be set by the map or simply typing in the radius field. This feature allows the user to control entrance and exit triggers for each stop.

Exact Pronunciation – the on-board voice synthesizer provides the highest level of sound quality and volume control. The system allows for phonetic spelling of any word to ensure correct pronunciation.

Announcement Event Control – announcement behavior can be controlled for each route stop and/or each trigger stop on each route independently of all others. This allows the user to control the information announced to ensure that enough information is provided, while avoiding passenger annoyance and confusion by creating noise overload. Any authorized user can change the stop announcement simply by entering it in Passio Navigator.™

- Announce Current Stop Name (Yes/No)
- Announce Next Stop Name (Yes/No)
- Announce Route Name (Yes/No)
- Announce Next Stop Name on Route Exit (Yes/No)
- Delay Voice Announcement (# Seconds)
- Trigger Stop Only (Yes/No)

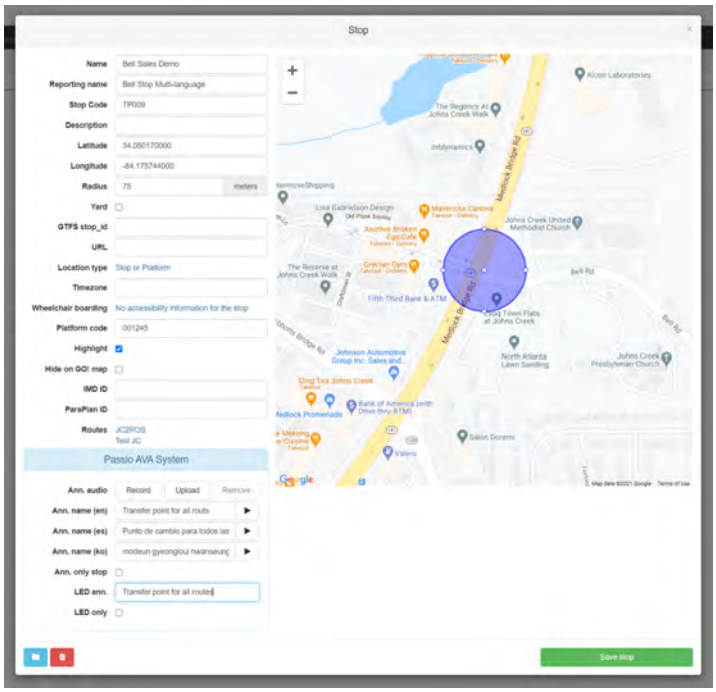
Announcement Scheduling

Each announcement can be scheduled to play on a specific date, day of the week, or during a date and/or time interval. Scheduling control can be applied to a specific stop on a specific route.

Audio Hardware Integration Options

The Passio AVA solution has the capability to integrate and provide audio hardware that enhances the capabilities of your system. For customers requiring these enhanced deliverables, our solution has the following integrated features:

External Speaker Announcements – the system has the capability to detect if a stop is noted as an external announcement stop. It will electronically detect the door open status and send an electronic relay signal to the correct speakers to make an announcement as internal only, external only, or both internal and external.



Audio Interrupt

The Passio AVA system is typically configured to be the primary audio source on the vehicle. The system can be configured to enable an additional audio source such as a radio head unit (AM/FM/CD/DVD player) to be the primary audio source and for the automated voice announcement system to interrupt when making an announcement. This option often requires a replacement of both the existing on-board head unit and the addition of audio control equipment.

Multi-Language Support

Announcements may be made in any available second language using the on-device voice synthesizer.

Sound Files

The Passio AVA system supports the ability for users to upload a sound file to play at a particular route stop or trigger stop. The sound file can be played independently or in addition to the generated stop announcement. Authorized users have the option to record files directly within Passio Navigator™ or to upload independently created files.

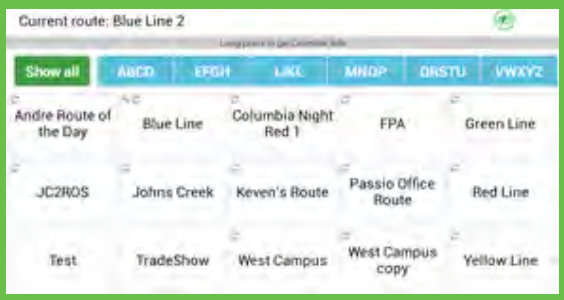
Stop Level Settings - are configurable for each route

On-Board Operation

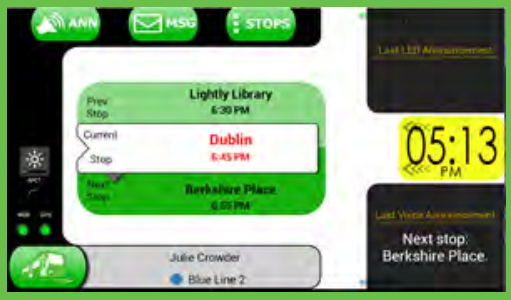
All announcements are automatically triggered by the GPS location of the bus and require no interaction from the operator. Logic is built into the configuration profile to prevent overlapping stop announcements by using stop order/directional algorithms.

Getting Started: Operator selects their name, no complicated codes or mysterious procedures.

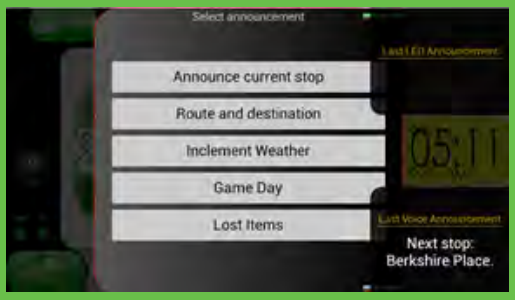
Routes are preset and automatically updated on the device. A simple tap on the screen starts the AVA.



Standard operations screen provides the operator with all of the information required to fully use the AVA system.



Operators can trigger preset special announcements from the MDT and repeat a stop location for ADA compliance.



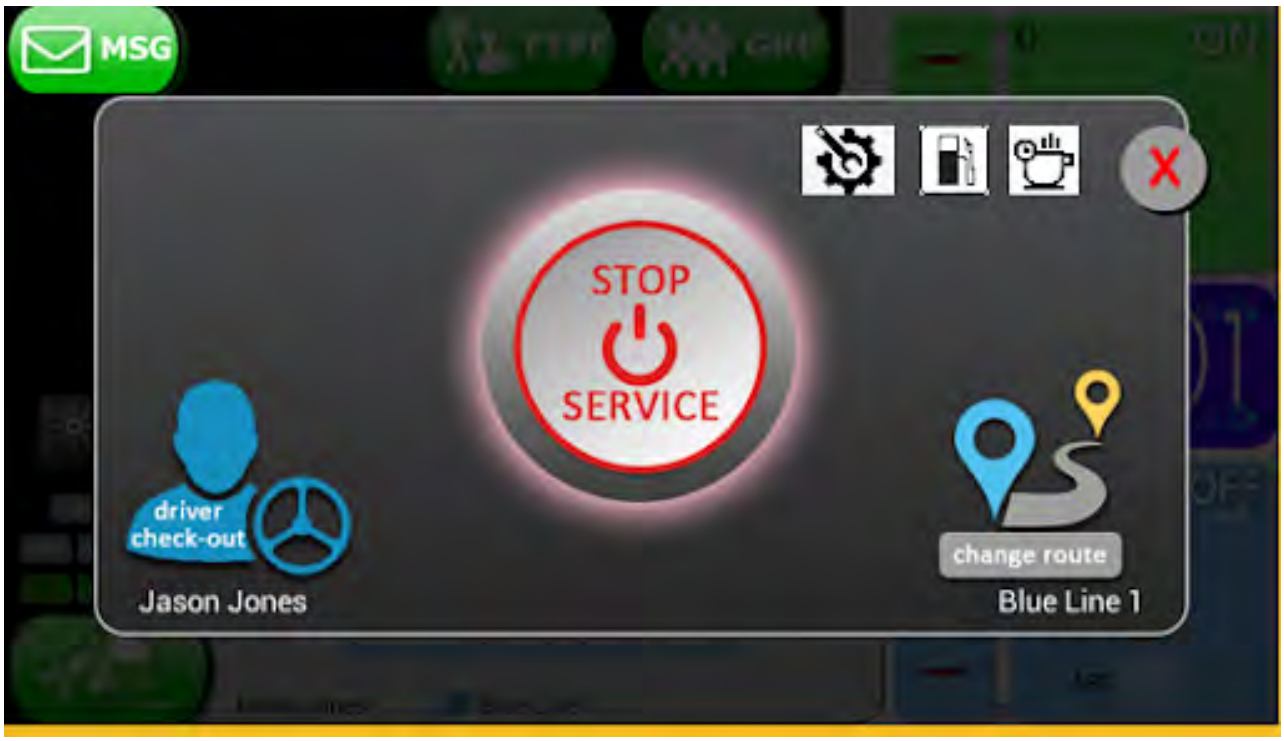
Driver Managed Stop Jumps

Situations occur where a driver must skip a stop for reasons such as construction, congestion, or blocked routes while on route. Dispatch can adjust routes using the Detour function within Passio Navigator when this information is known. If the driver must make the correction on route, Passio's AVA system offers operators a simple and intuitive method to move around the skipped stops without confusing announcements when driving past skipped stops.

The Passio system provides the mobile data terminal, software, logic, and connectivity to on-board existing audio equipment. Each Mobile Data Terminal (MDT) is outfitted with a cellular data connection that automatically checks for configuration profile updates (or they can be manually downloaded by the operator). These profile updates provide all of the information to trigger automated voice announcement messages.

Out of Service

When the vehicle operator or dispatch places a vehicle out of service, all voice announcement functionality immediately ceases. The action is recorded in the Passio Navigatore Incident log, where time, date, latitude, longitude, driver, route, and vehicle number are tagged to the log. For integrated systems, LED signs will change messages to 'Not In Service' and the vehicle will no longer be viewable on Smartphone applications and public viewers.



PASSIO SIGN INTEGRATIONS

Passio can integrate LED signage with Automatic Voice Announcements, using the Mobile Data Terminals. The combination of signage and announcements enhances the journey and overall experience for all riders. LED signage is triggered by the MDT, which uses geofences, thus eliminating any operator involvement.

PASSIO TECHNOLOGIES

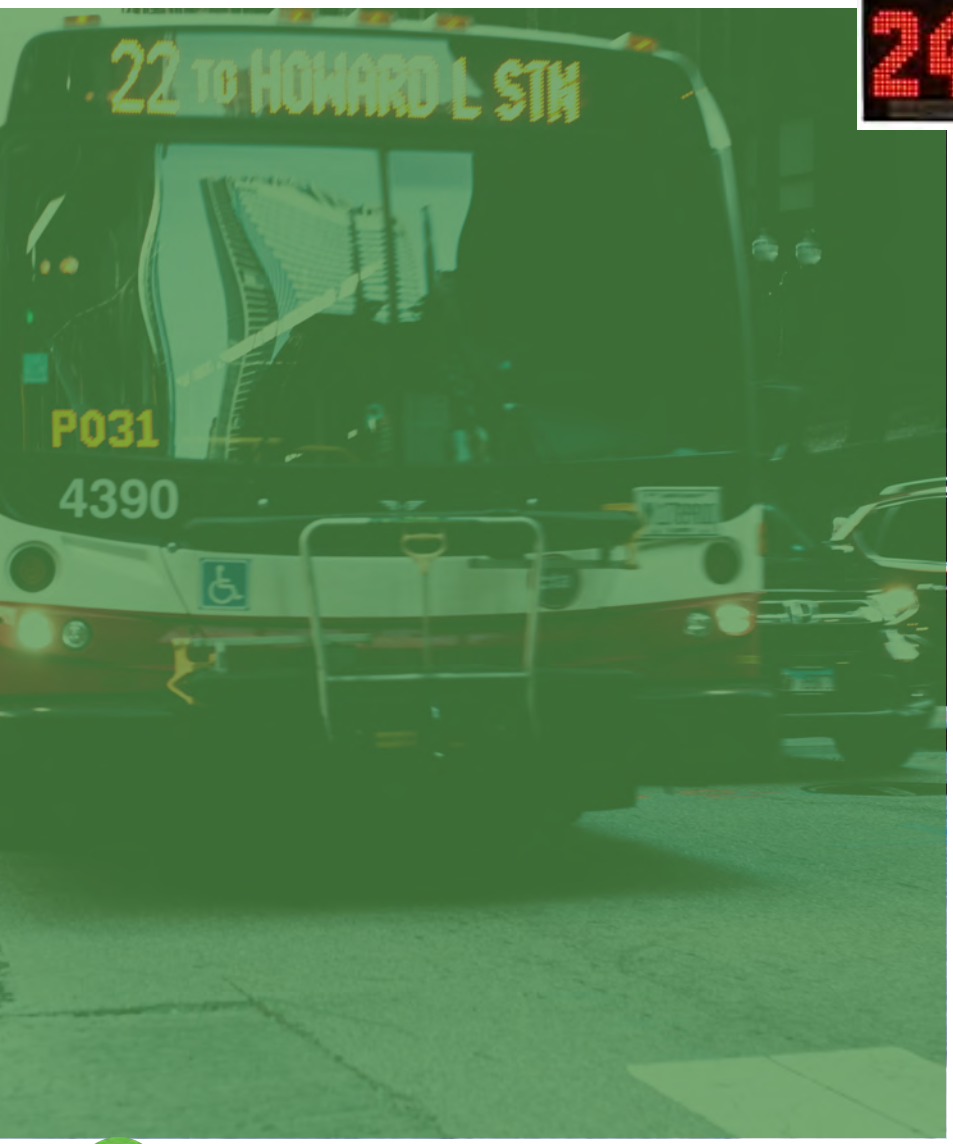
Solution: LED Signage

Main Features

Message Triggers	Field Capabilities
LED sign integrations can be set up to constantly rotate, or be set off when entering and exiting a geofence. Both settings can also overlap one another.	Use fixed and/or dynamic field options to populate information about routes, stops, and points of interest, etc.

Calendar/Schedule	Programing and Set Up
LED Messages can be set according to a calendar schedule. For example, weekend and weekday routes can be completely different.	Customers have full access to edit and customize LED messaging through Passio Navigator.

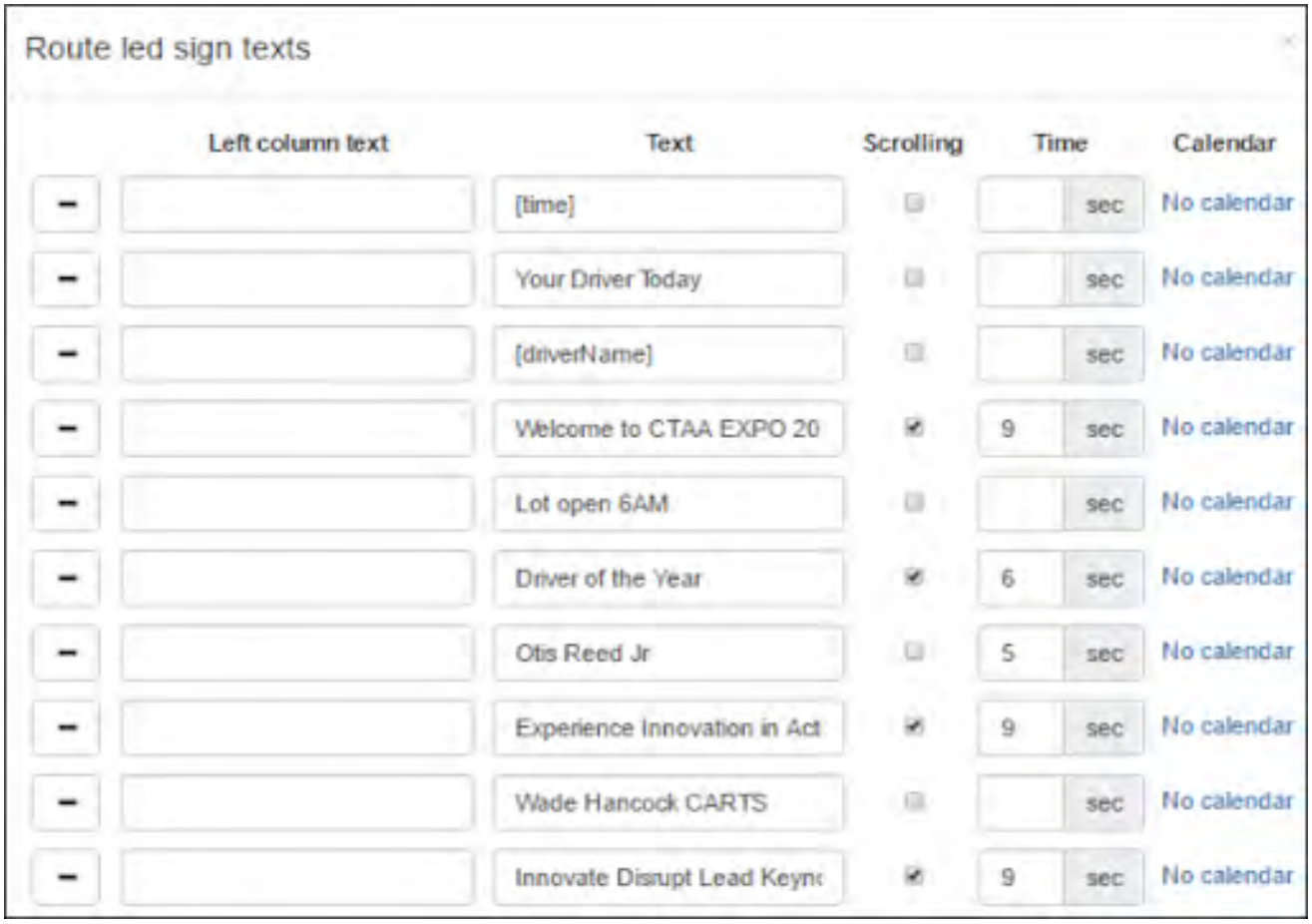
As important as audio is, visual cues are just as crucial to riders. LED signage may be integrated with Passio AVA via serial connection protocols, sending unique command line instructions to each sign within the vehicle's network when using TranSign signs. Other manufacturer signage that accepts J1708/J1939 commands may be triggered by the Passio MDT as well. All commands are generated by the Mobile Data Terminal. The instructions are entered in the customer configuration profile using web-based Passio Navigator™. The information is published and then automatically downloaded via wireless data connection to each MDT on-board the vehicle.



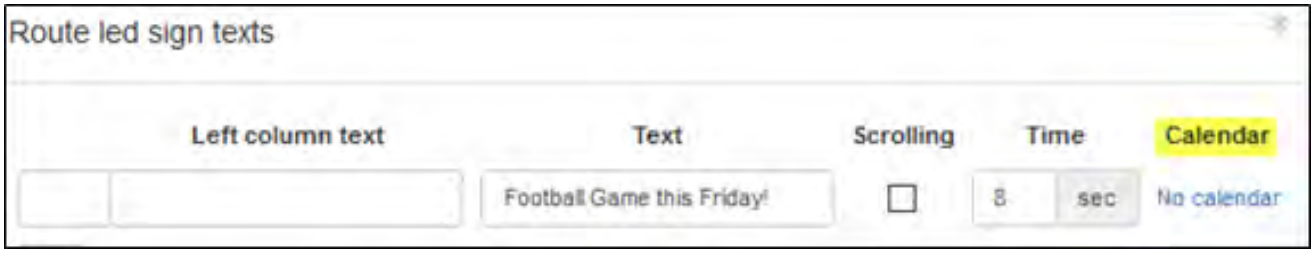
The GPS-based message progression helps to eliminate driver distraction and to encourage safer driving habits. Communication with your riders is integral to your rider experience and when your destination information is clear, accurate, and timely, you are fulfilling your promise to deliver excellence to your passengers. Our system is easy to use and simple to set-up, so even those who are not tech-savvy can schedule announcements in a few clicks.

Multiple LED signs may be configured and controlled within the configuration profile. The screen shot above illustrates how physical signs are added and accessed by the Passio platform and the Mobile Data Terminal.

The sign messaging details are programmed within the 'Text' field in the profile. Data from the Mobile Data Terminal can be passed to the LED sign, as can custom messaging. The message can be fixed or scrolled, and the time the message displays can be set as well. The calendar function allows the system user to schedule specific dates and times for the message to display.



The customer has full access to enter public service announcements and advertisements into the configuration profile for both the LED signs and the AVA system. These messages can be programmed in advance or in near real-time. The LED announcements can also be scheduled using the calendar function within the LED announcement screen.



A visual message is triggered in Passio's integrated solution in one of two ways:

Vehicle enters the geo-fence. The stop name is displayed, along with a fully customizable preceding message, I.e. "Now Approaching" or "Next Stop Is".

Constantly rotating messages. These messages are set at the route level and rotate as long as the vehicle is assigned to the route via the MDT.

Rotating messages can be configured to either interrupt or not to interrupt geo-fence triggered stop announcements.

Any fixed message can be displayed and the amount of time it will be displayed can be set by the message. Whether or not the message scrolls can be independently set.

Have all of the same capabilities as fixed fields, but can dynamically populate the following information: driver name, time, date, next stop, current stop, route, bus number, and the last stop on the route.

Can be calendar controlled as well, meaning they can be scheduled by day, date, or time as to when they will display.

Rear LED Destination Signs (optional)

AUTOMATIC PASSENGER COUNTING

Automated Passenger Counting allows transit agencies to easily record all boardings and alightings without any input from the vehicle operator. Sensors utilize intelligent software to tally passengers with extremely high accuracy, then stores all relevant data for easy reporting and analysis.

The customization, precision, and data visibility of Passio's APC solution offers transit agencies unparalleled transparency into their ridership levels.

SMART SENSORS
Passio's sensors are the most reliable and sophisticated APC technology on the market, boasting a 98% accuracy rate. Our solutions are also capable of integrating with other sensors for agencies already utilizing APC hardware.

HIGHLY ACCURATE DETECTION
Our APC solution detects passenger boardings, alightings, and turnarounds in any lighting or weather. Agencies can configure detection fields to each vehicle and set counting methods to their desired specifications.

COMPREHENSIVE REPORTING
Monitor passenger counts in real-time or synthesize APC data into readily understood reports. Filter passenger count reports by route, vehicle, date, and even passenger type. Easily track changes over time and make impactful, data-driven decisions.

MAIN FEATURES

- APC Hella Sensors
- Counting Modes
- Navigator Link
- Object Detection (Optional)

The following pages of our APC solution document provide more detail on each of these features.

PASSIO TECHNOLOGIES

Automatic Passenger Counting, as the name implies, is a fully automated method of passenger counting that doesn't require any interaction or input from vehicle operators. If desired, Passio's APC offerings also includes the option to add a touch screen that allows drivers to track special passenger types, report field incidents, and receive communications from dispatch. The tracking tools record in-service start and end times, deadhead time and miles, and, if added, the ability to track driver hours.

Passio partners with Hella to integrate their three-dimensional bi-directional electronic imaging people counting system. With more than 25,000 employees in 30 countries, Hella is a developer and manufacturer of automobile technology that been in operation for over 100 years.

Hella sensors are designed to function in challenging environments, such as in irregular or low light, on multi-level fields (such as stairs), and where a large detection range (up to 110°) is necessary. The sensors function as normal across a broad range of temperatures, from -25° C (-13° F) to +70°C (+158° F). Each sensor only draws around 4W of power. The sensor software also compensates for passenger movement on stairways and ramps.

Hella APC sensors record boardings and alightings with 99% accuracy.

1. **Advanced People Sensor (APS)**
2. **Monitored area**
3. **Counting line**

Overhead Sensor

Integrated MDT

System startup initiates with vehicle ignition and does not require any input to begin daily operations. The system covers all entry and exit points of the vehicle. Additional sensors are available to trigger passenger counts when door status (Open/Closed) is transmitted.

The system automatically counts passengers as they board and alight; it also registers stops, routes, and runs. The APC system has the capability to distinguish passengers and non-passenger objects and can detect double backs and re-crossings. Sensors are able to correctly identify double-backs and multiple crossings, ensuring they do not skew passenger tallies.

There are three modes for counting riders who turn around in the monitored floor area.

- No delay. This counts every time a person crosses the counting line, without suppressing immediate turnarounds.
- Infinity. Count only if the passenger does not turn around in the monitored area. Results may be delayed until the person leaves the floor area.
- Time period. Count if the rider stays longer than a preset time period and doesn't turn around or double back. Results are delayed until the time period has passed, or the person leaves the floor area before the end of the time period.

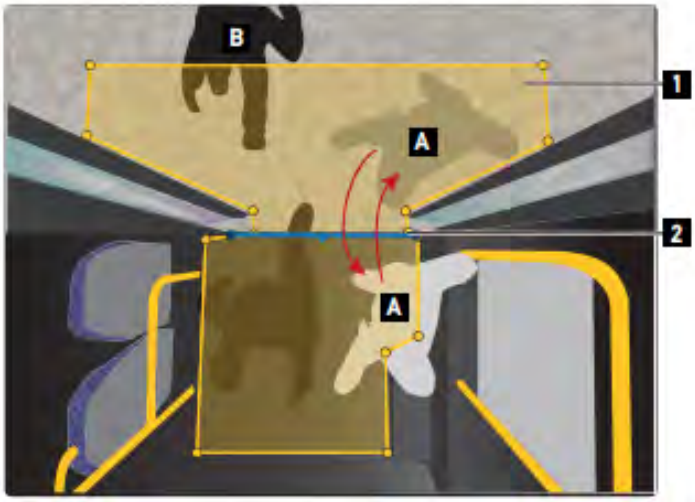
These settings can be defined separately for each counting line and direction.

Higher counting accuracy is achieved if passengers are tracked approximately 30 to 50cm before reaching the counting line (A).

Sometimes, situations arise where people cross the counting line multiple times. If passengers turn around within the counting area, the count is updated accordingly.

In this diagram, Person A enters, then exits to make room for others. The sensors note the turnaround in the monitored area, and Person A is not counted.

Person B, who boards and remains on the vehicle, is included within the final passenger count.



1. **Monitored area**
2. **Counting line**

Passio's APC system is capable of recording highly accurate, granular data. This information is easily synthesized and analyzed using Passio Navigator. Reportable data includes:

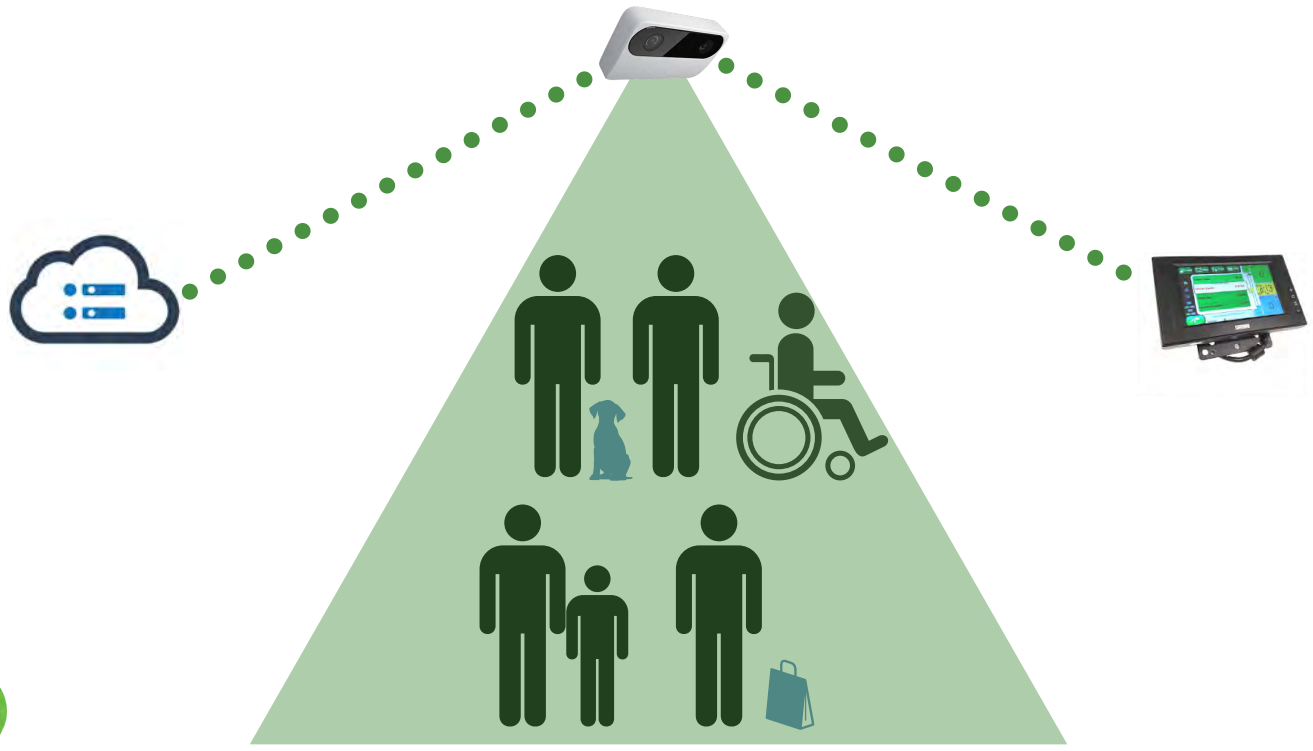
- Vehicle occupancy
- Turnaround time, which measures how long passengers remain in one place
- Passenger types, breakdowns of the number of adults vs children (Optional)
- Passenger objects, such as bicycles and wheelchairs

Vehicle occupancy data provides a highly accurate overview of passenger counts. Turnaround time can be used to measure average trip length and efficacy of ad campaigns. Passenger objects offers insight into rider mobility and storage needs. All data can be filtered into Navigator reports by vehicle, route, date, and, if applicable, passenger type.

This detailed information is stored for a minimum of 36 months. After that time period, data will be summarized by route, day, and, if applicable, passenger type. This data summary is available for a minimum of 5 years. At the end of the 5-year storage period, the data will be available electronically for download prior to being cleared from the dynamic reporting system.

If required, the APC system directly links to our Mobile Data Terminal to allow operators to view the number of passengers on board, record passenger types, and view route and stop information using the same data reflected in Navigator.

The APC system is also capable of self-diagnosing problems. If the sensor lens becomes obscured through tampering or damage, it will send an alert in Navigator to fast track resolution.



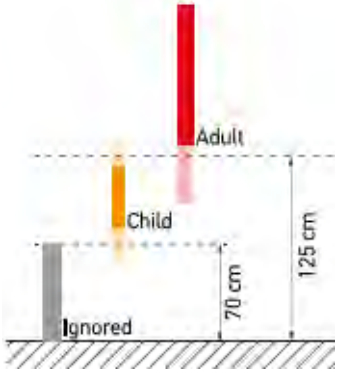
OBJECT DETECTION (OPTIONAL)

The optional Passio OCL (Object Classification License by Hella) provides separate data counts for adults, children, bicycles, and wheelchairs. Each classification can be toggled on/off within the HMI setup.

For this purpose, the system measures three criteria:

- A "human-like" shape with head and shoulders
- An estimated height of the object above the ground
- The surface area of the object in the XY plane

The Hella sensors do not provide exact distance measuring, and there may be some overlap of categories depending on various environmental factors.



With this in mind, the system will reliably make these assumptions:

- Objects below 70cm are ignored
- Persons between 70 and 125cm are counted as children
- Persons above 125cm are counted as adults

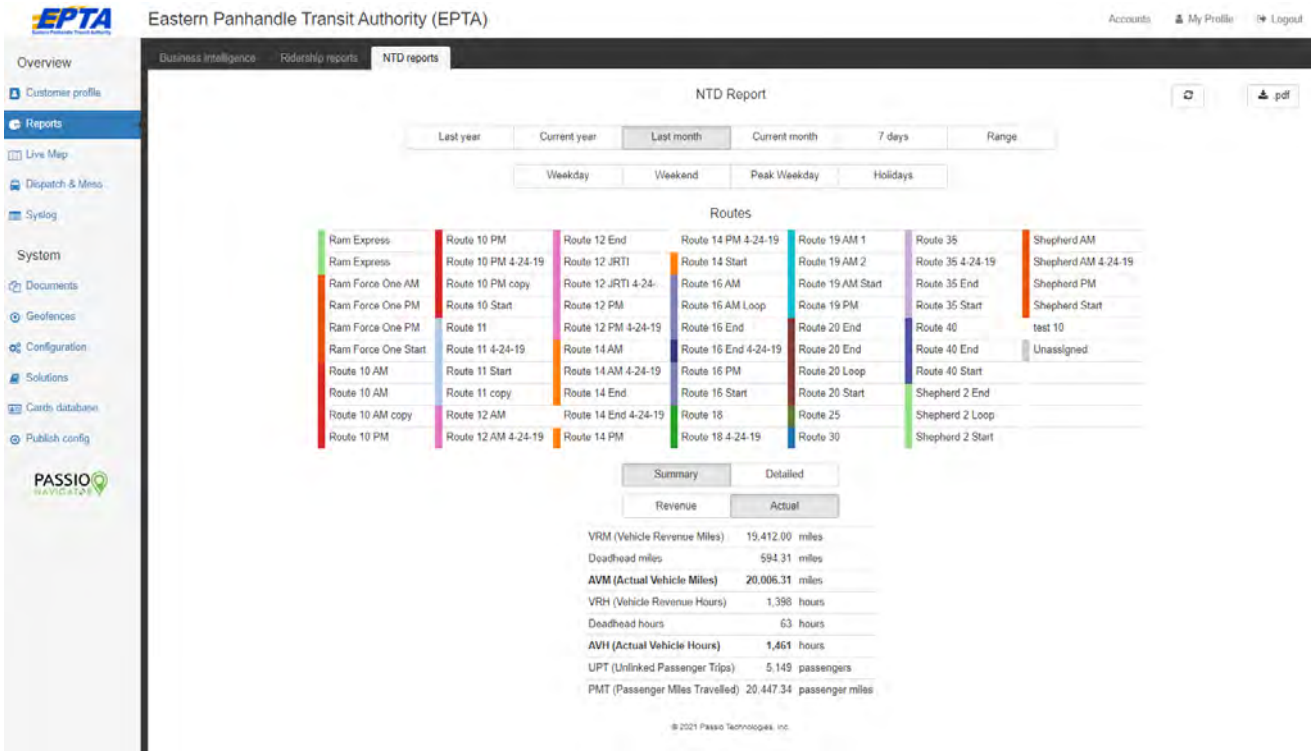
PASSIO NTD REPORTING & CERTIFICATION

PASSIO TECHNOLOGIES

Passio NTD Reporting Samples

Our robust Passio NTD reporting module provides VRM (Vehicle Revenue Miles), Deadhead miles, AVM (Actual Vehicle Miles), VRH (Vehicle Revenue Hours), Deadhead hours, AVH (Actual Vehicle Hours), UPT (Unlinked Passenger Trips), PMT (Passenger Miles Travelled) by time period and by weekday/weekend, etc. Passio offers customized NTD reporting that will calculate and extract the metrics required for compliance. The Passio APC and EPC solutions will provide all 'Actual' data (passenger miles and stop counts) required for NTD reporting. Your account manager will work with you to set up your personalized NTD sampling schedule and Passio will support your certification process.

Passio NTD Summary Report:

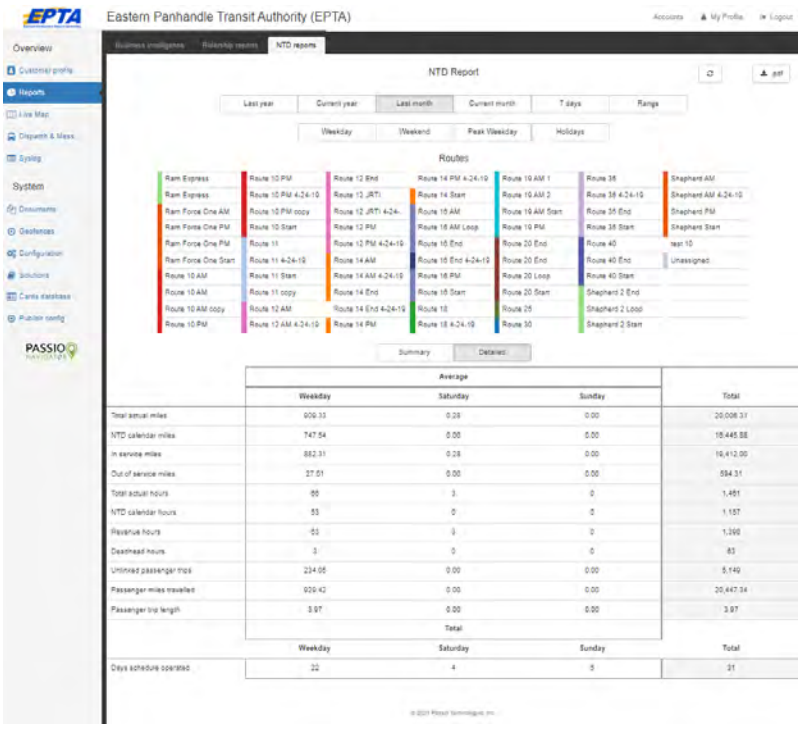


Our NTD Summary Report provides all required NTD summary metrics (both Revenue and Actual summaries are included). These results can be filtered by date range and route(s).

Passio NTD Weekday Route Filter Report:

Our NTD Filter Report provides all required NTD summary metrics by date range, day(s) of the week, and selected route(s).

Passio NTD Detail Report:



The following NTD details (totals and averages) are provided by date range and selected route(s). Metrics include: Total actual miles, NTD calendar miles, In-service miles, Out of service miles, Total actual hours, NTD calendar hours, Revenue hours, Deadhead hours, Unlinked passenger trips, Passenger miles traveled, Passenger trip length, and Days schedule operated.

PASSIO BUSINESS ANALYTICS

Make informed decisions about your transportation network at a granular level with Passio Business Analytics. Customizable reporting dashboards highlighting key performance indicators to help improve your service and support your decisions. Note that ridership metrics are provided for our EPC/APC customers only and our Passio NTD Certification services are optional.

PASSIO TECHNOLOGIES

Passio Navigator™ Reporting Tools

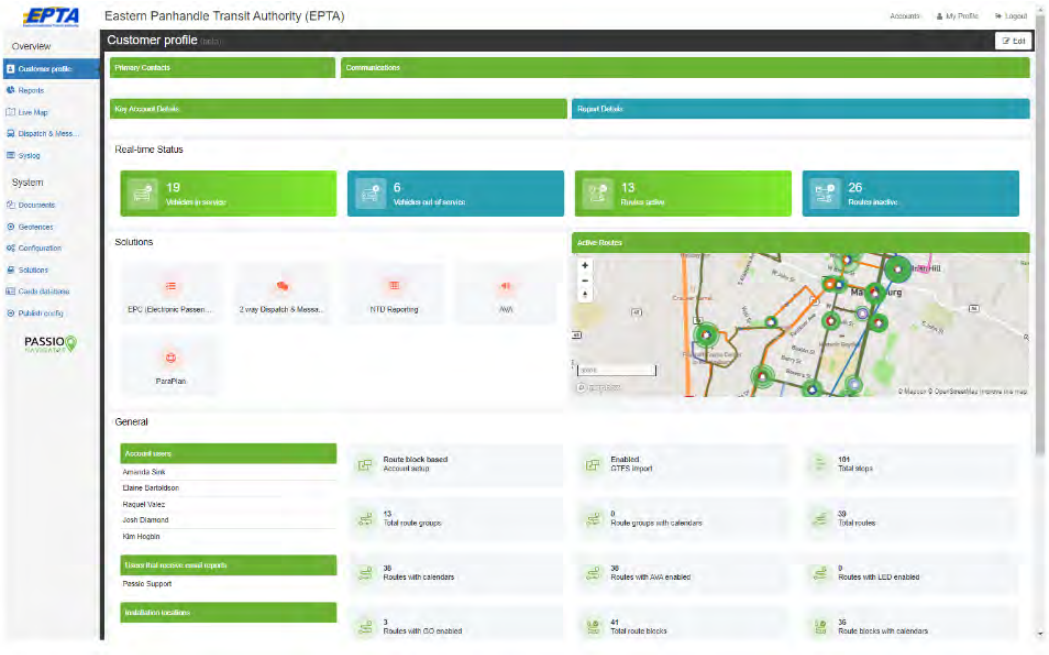
The Passio Business Analytics system is managed through Passio Navigator™. This enables our customers to have a single login with access to all reporting, configuration, and management functions within the Passio Transit Platform. The reporting system is divided between dynamic reporting and dashboard reports. The dynamic reporting tools are designed to allow the end user to build reports using combinations of filters for both specific and general areas of analysis. The full spectrum of components and fields within the database are available for the user to build the view they need with a few simple mouse clicks...

Primary Report Views

- Filter by custom or pre-set time periods
- Group reporting data for by quarter, month, week, day or by time (hour or ¼ hour)
- Select operational detail levels such as routes, stops, drivers, and buses.
- Custom passenger types can be filtered, segmented, and reported
- Switch between passenger boarding and alighting counts for all filter views

Trend Analysis

- Switch between passenger boarding and alighting counts for all filter views
- Compare ridership trends by month, week, day, quarter/semester, weekday, hour, ¼ hour
- Capture NTD related data such as Passenger Miles Traveled
- Route reporting at three levels (block, route name, combined route)
- Capable of grouping stops in alternate combinations outside of route groupings



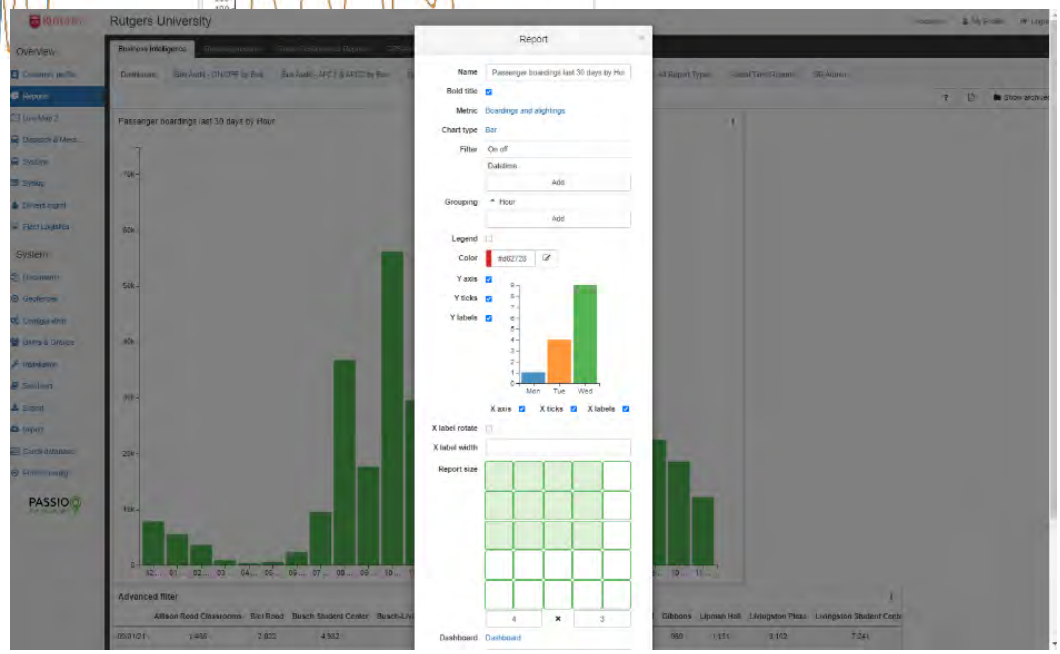
Passio Agency Profile Dashboard

Business Intelligence

Provides customizable charts and graphs to provide insight and to help better understand your service trends.

- Bus Audit (ON/OFF)
- Bus Audit (APC)
- Operations
- Passenger Load
- Trends and Analytics
- Global Time Reports
- Admin Reports

Passio Dashboard Reporting – Audit



Passio Dashboard Customization – Ad Hoc Reporting

Dashboard reports enable users to design and save reports to their unique specifications. Users tailor reports based on presentation type, data analyzed, filters used, and comparison analytics.

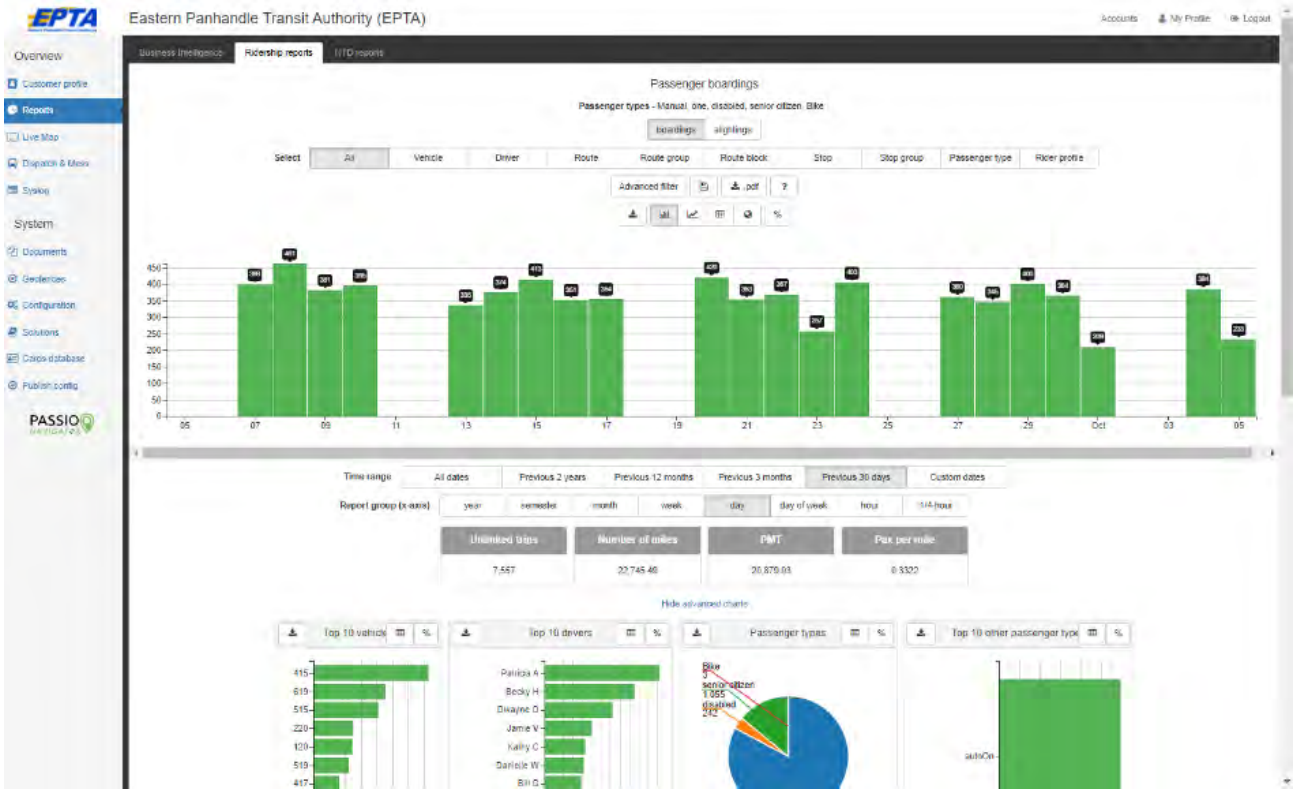
- Fixed Date or Relative Date – set a reporting period that is fixed from a specific date to a specific date, or create relative date reports (I.e. the last 3 months or previous 14 days)
- Scheduled Auto Email – email individual reports or an entire dashboard to a single email recipient or a group of recipients. Emails can be scheduled at any interval desired.
- Multiple Dashboards – users have the option to create multiple dashboards to group report types by category or target audience.

Reports include a graphical interface for display and presentation. The interface allows users to dynamically create bar, line, pivot tables, and pie charts without downloading to third party software. The data is available for export into common formats such as CSV (to XLS) and PDF. The user may create multiple dashboard pages specific to the KPIs that they want to see as well as the ability to email or print individual reports or entire dashboards ad-hoc or create scheduled group emails.

Ridership Metrics

This collection provides a comprehensive ridership analysis.

- Boardings & Alightings by Date/Time/Span for…
  - Vehicle, Driver, Route, Route Group, and Route Block
  - Stop, Stop Group, Passenger Type, and Rider Profile



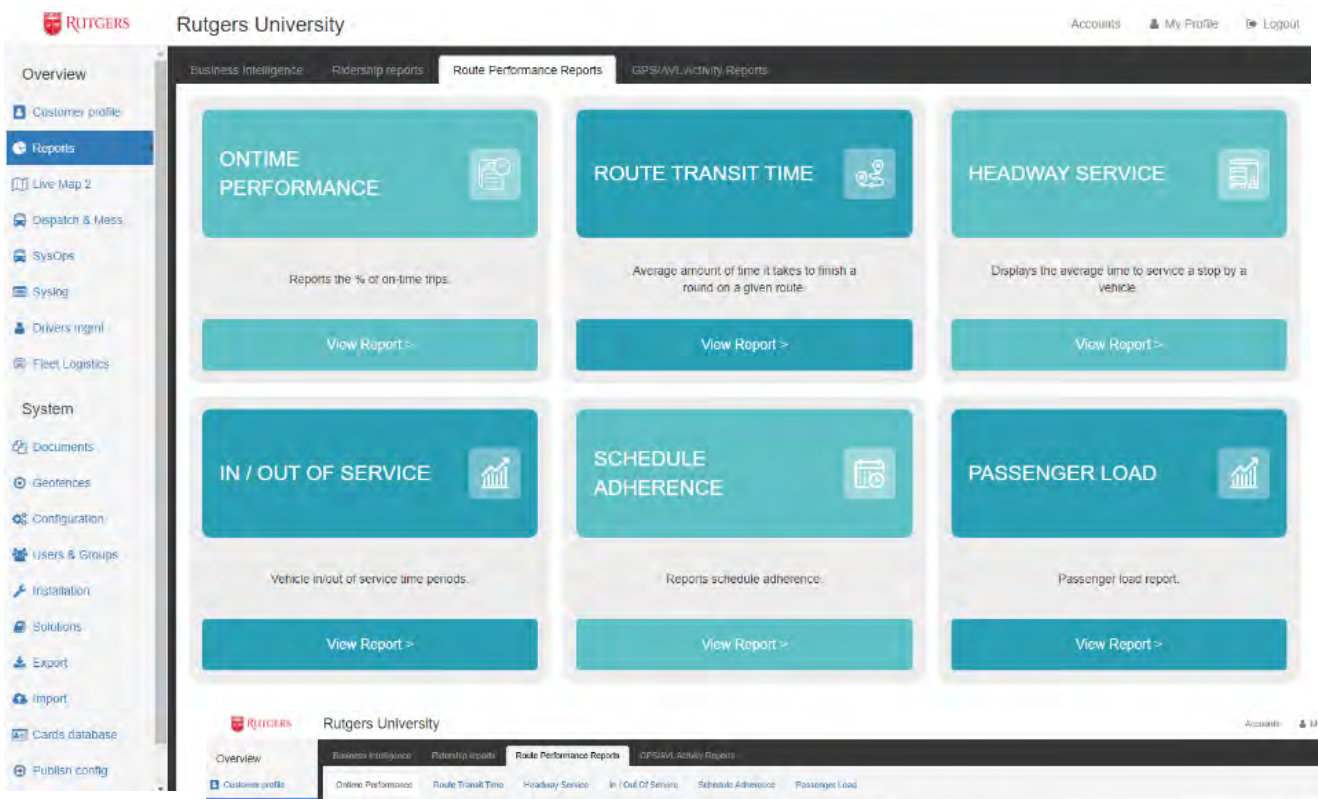
Passio Ridership Metrics

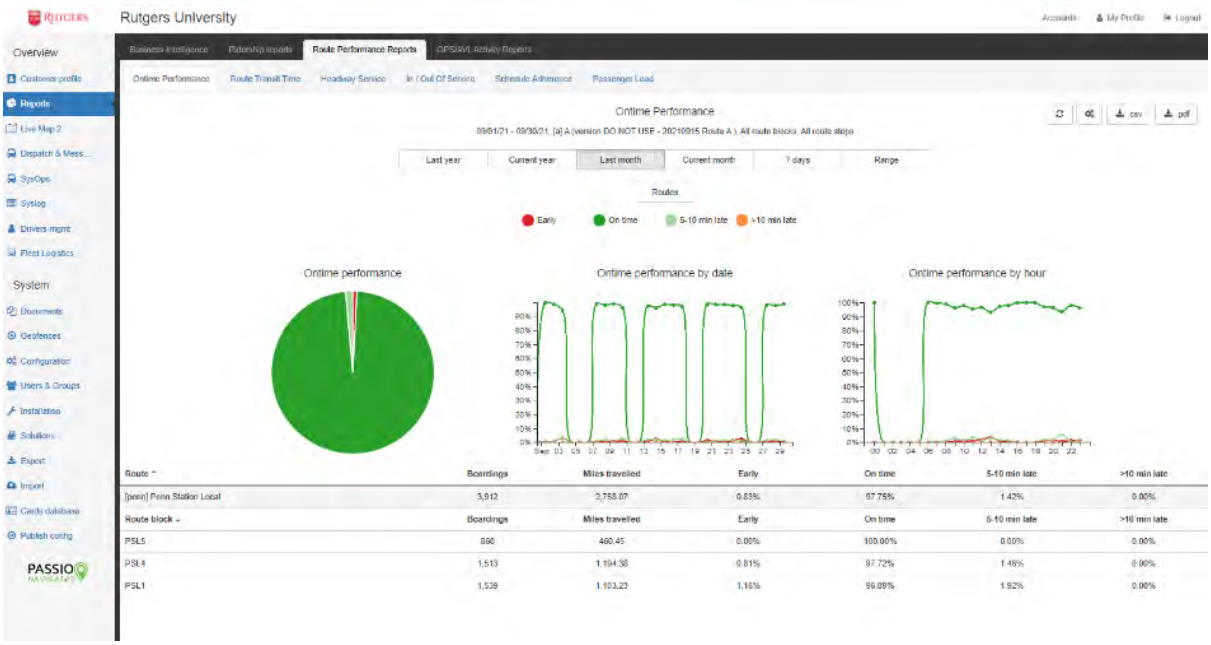
Route Performance

This collection of tools/reports allows users to analyze on-time performance trends and schedule adherence details.

- On-time Performance (OTP)
- Route Transit
- Headway
- In/Out of Service
- Schedule Adherence

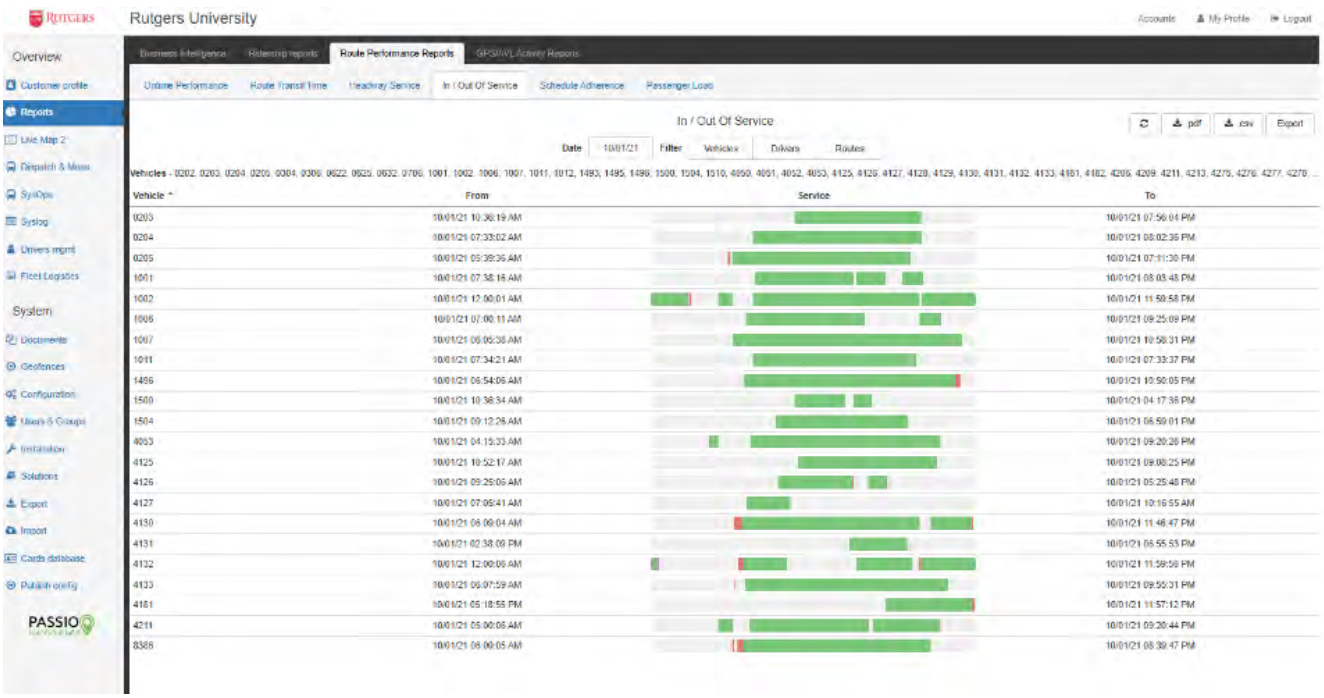
Passio Route Performance Module

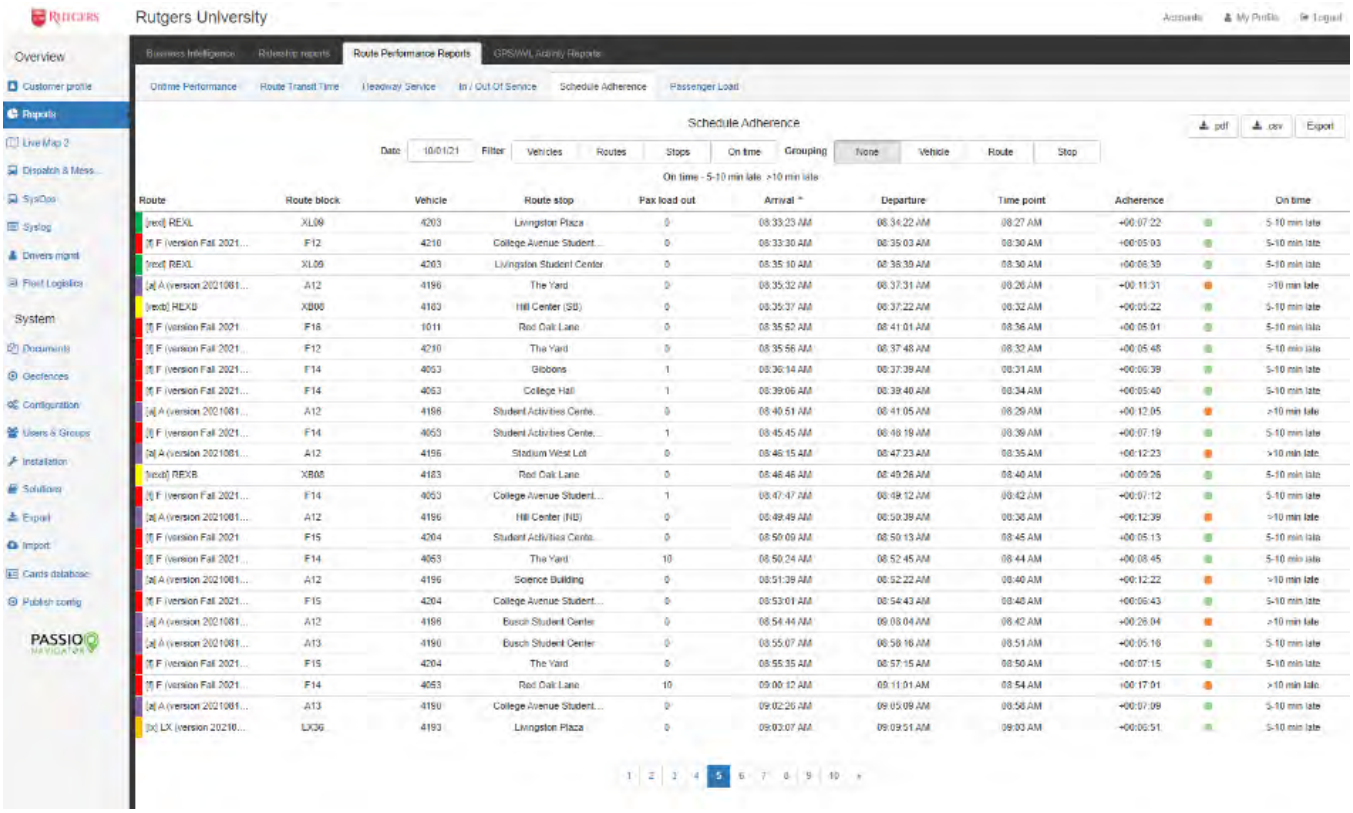




Passio Route Performance Module – On Time Performance

Passio Route Performance Module - Service





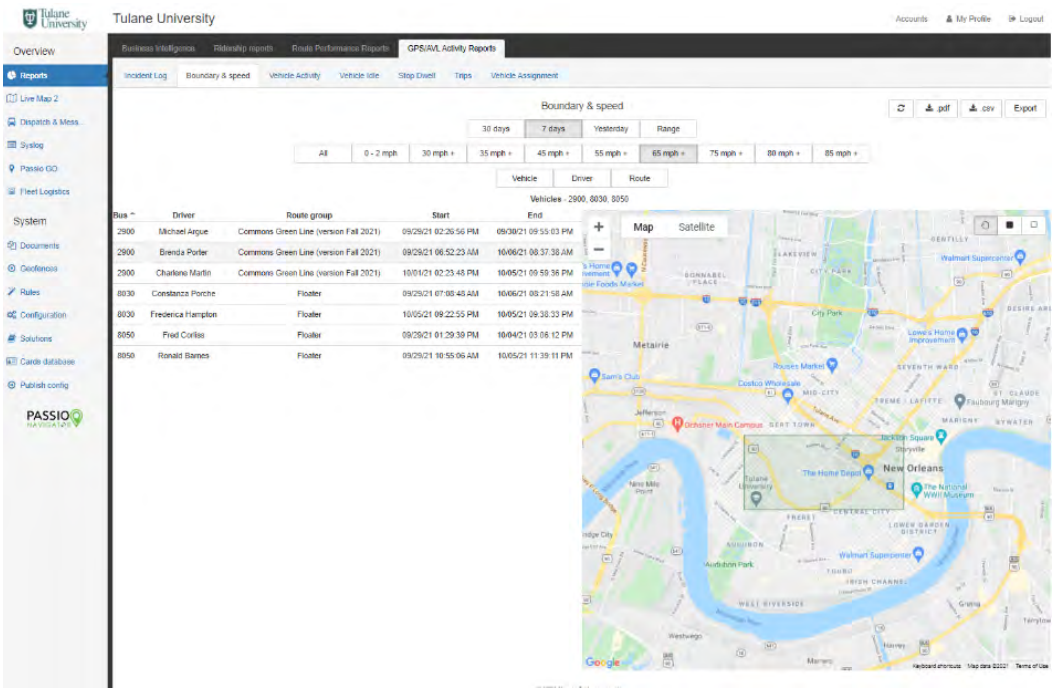
Passio Route Performance Module – Schedule Adherence

GPS/AVL Activity

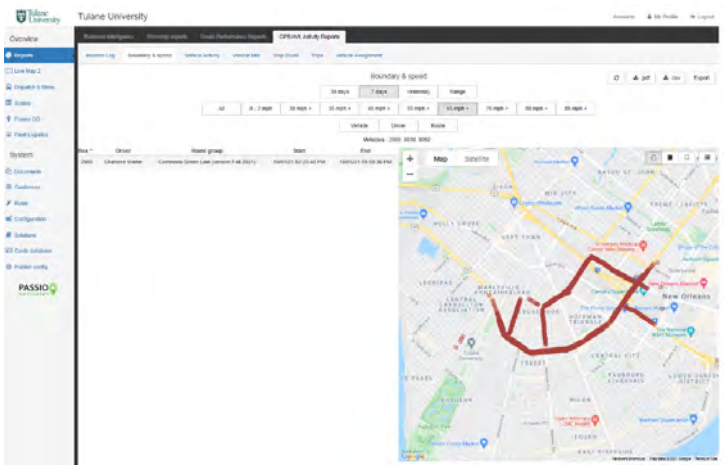
This collection provides custom boundary incident reporting, speed reports, and other vehicle activities.

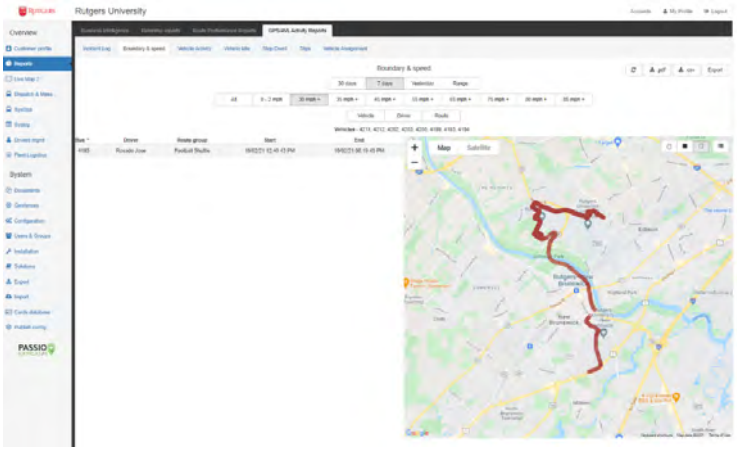
- Incident Logs, Trips, Vehicle Assignment
- Vehicle Activity, Vehicle Idle, Stop Dwell, Boundary & Speed

Passio GPS/AVL Reporting – Boundary Reporting



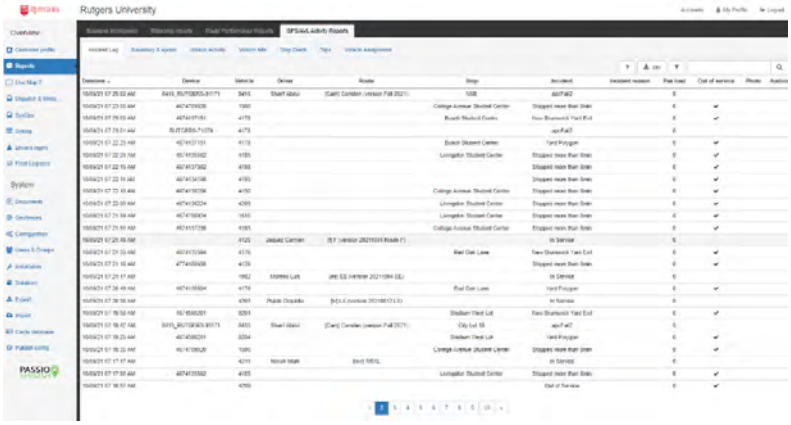
Speed Fence Activity - Users have the capability to highlight a specific area on the system map to select all speeding incidents that exceed the threshold set in the report configuration.



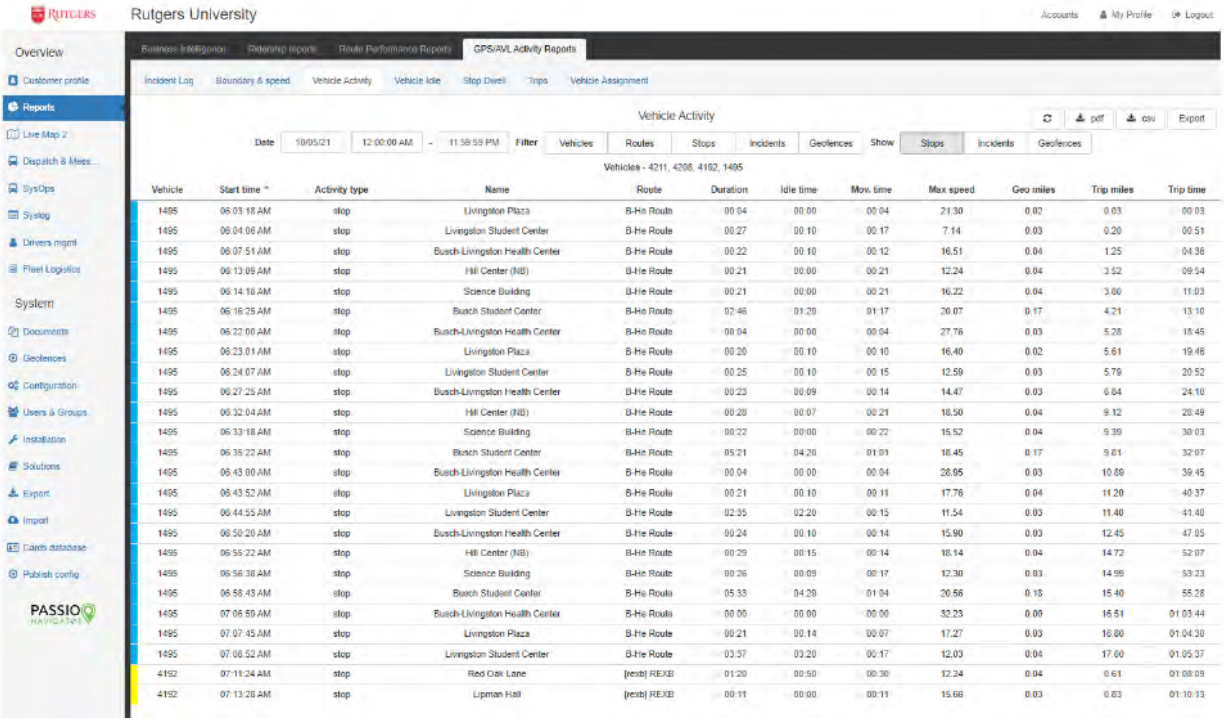


Passio GPS/AVL Reporting – Speed Reporting & Tracking

Passio GPS/AVL Reporting – Incident Logs



Passio GPS/AVL Reporting – Vehicle Activity



NTD Reporting

One-click NTD S-10 reporting with sampling, benchmarking, and certification support from Passio. Our robust Passio NTD reporting module provides VRM (Vehicle Revenue Miles), Deadhead miles, AVM (Actual Vehicle Miles), VRH (Vehicle Revenue Hours), Deadhead hours, AVH (Actual Vehicle Hours), UPT (Unlinked Passenger Trips), PMT (Passenger Miles Travelled) by time period and by weekday/weekend, etc. Passio offers customized NTD reporting that will calculate and extract the metrics required for compliance. The Passio APC solution will provide all 'Actual' data (passenger miles and stop counts) required for NTD reporting. Your account manager will work with you to set up your personalized NTD sampling schedule and Passio will support your certification process. Our integrated Hella 3D APC has been granted NTD Certification Approval.

INTEGRATIONS

WE INTEGRATE WITH NUMEROUS HARDWARE DEVICES, APPS, AND EVEN OTHER SOFTWARE SYSTEMS TO MAKE BUSINESS EASY FOR OUR CLIENTS.

PASSIO TECHNOLOGIES

PASSIO BUSBUZZ (OPTIONAL)

BusBuzz allows passengers to message operators any comments, questions, or concerns while on board. All messages are relayed through Passio Navigator, our cloud-based reporting system. Customers can then respond to messages, track average response times, and look back at questions. Add to the customer journey by easily learning ways to improve your services.

PASSIO TECHNOLOGIES

BusBuzz

Main Features

Customer Satisfaction

Customers typically see a change in customer satisfaction ratings from 40% - 70% total increase within 3 months.

Response Management

Management can assign comments to specific employees, categorize them, and see all responses through our interactive dashboard.

Rider Benefits

Transit riders benefit significantly from the ability to offer feedback and comments. Think of each time you thought of a change that might help your daily lift? BusBuzz gives riders the chance to easily and effectively offer their opinions. This is valuable information that otherwise may have gone unnoticed.

Agency & Management Benefits

Not only will customers be able to see rider feedback for suggestions and comments, but riders are also able to report dangerous driving and other operational concerns, like if a vehicle has been correctly cleaned, if a driver is complying with safety regulations, and more helpful information. Furthermore, no extra equipment is needed with BusBuzz.

BusBuzz Events & Incidents

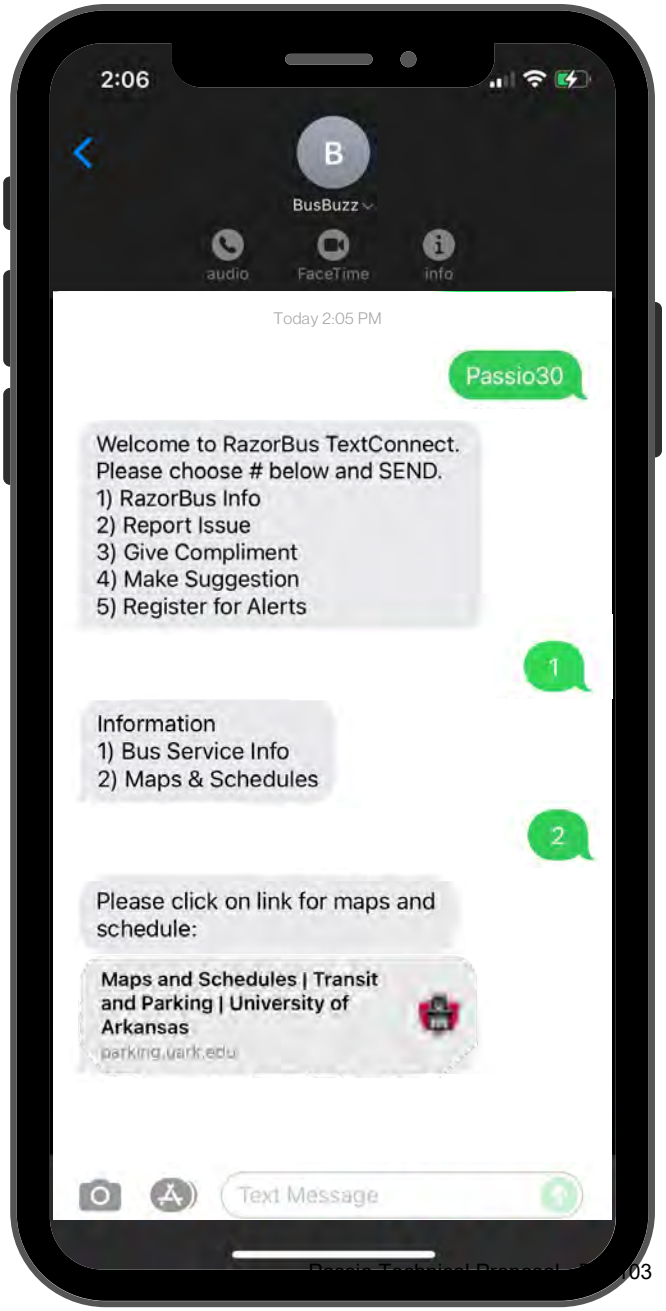
Use the Passio BusBuzz Events & Incidents Module to track system internal items and issues. These events/incidents can be input by dispatchers, administrators, maintenance staff, or even operators using their Passio MDT. Users can assign issues to specific people and send progress tracking reports to individuals or groups.

Increased customer satisfaction

With BusBuzz, most agencies see an increase in their overall satisfaction ratings within only 3 months. This increase in scores usually jumps from anywhere between 40-70%, a huge increase that would normally take years to accomplish. It's easy to know about customer issues before they escalate into a serious complaint.

Rider Experience

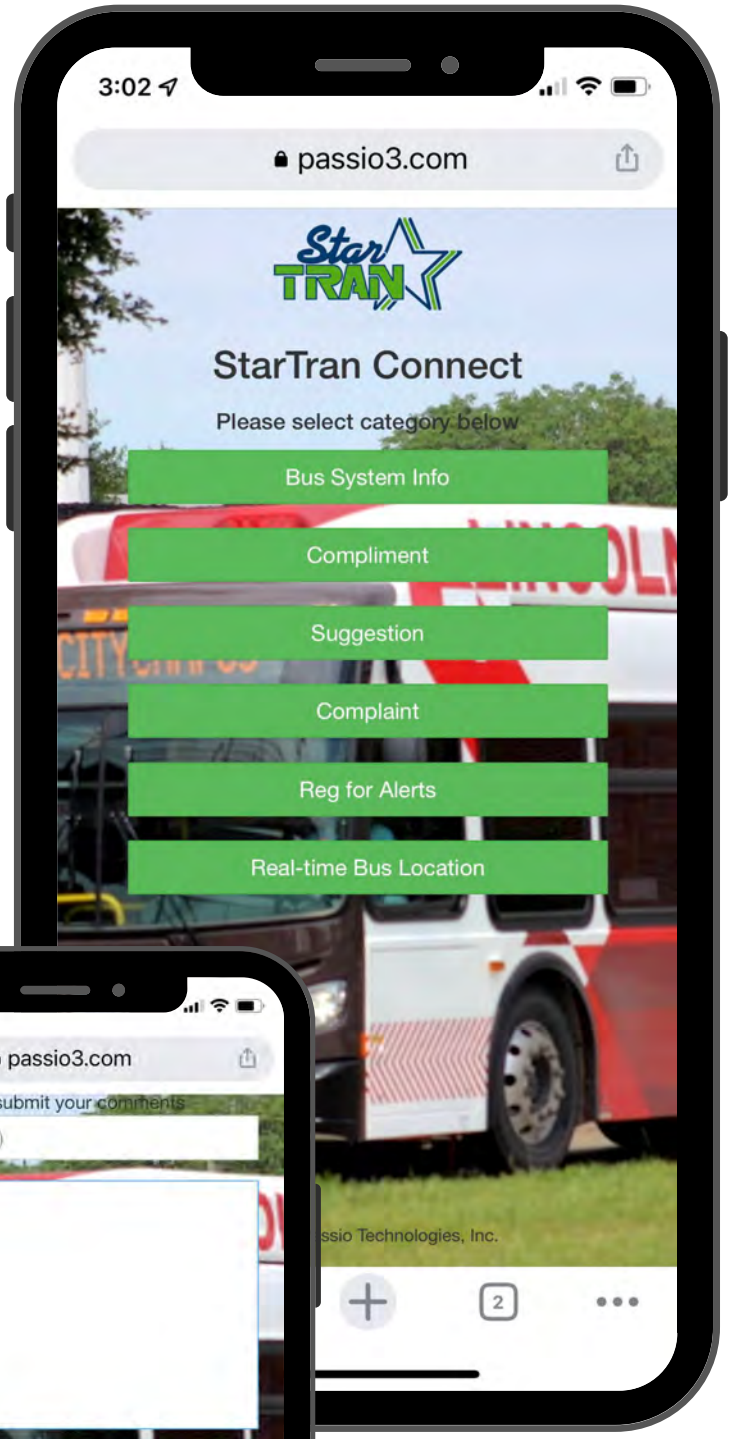
No extra equipment is needed with BusBuzz. Passio can set up a 10-digit long code (10DLC) phone number, that riders simply text to offer their feedback, ask questions, and receive bus maps and schedules via text (SMS). No downloading an additional app or going to a specific link is needed. Riders can even offer their feedback after off-boarding the vehicle. The 10-digit long code just needs to be posted somewhere inside the vehicle, or somewhere customer-facing, like a social media account or sign at a bus stop.

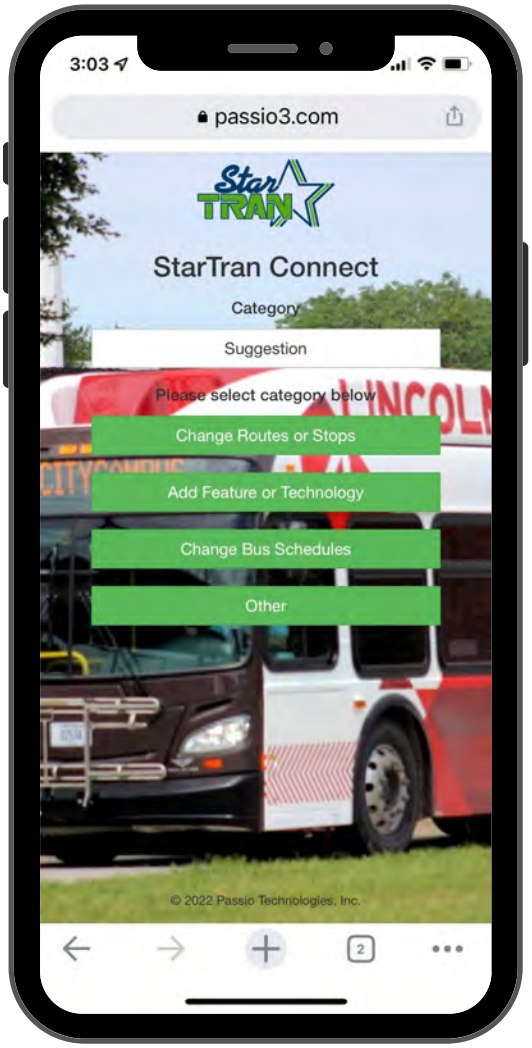


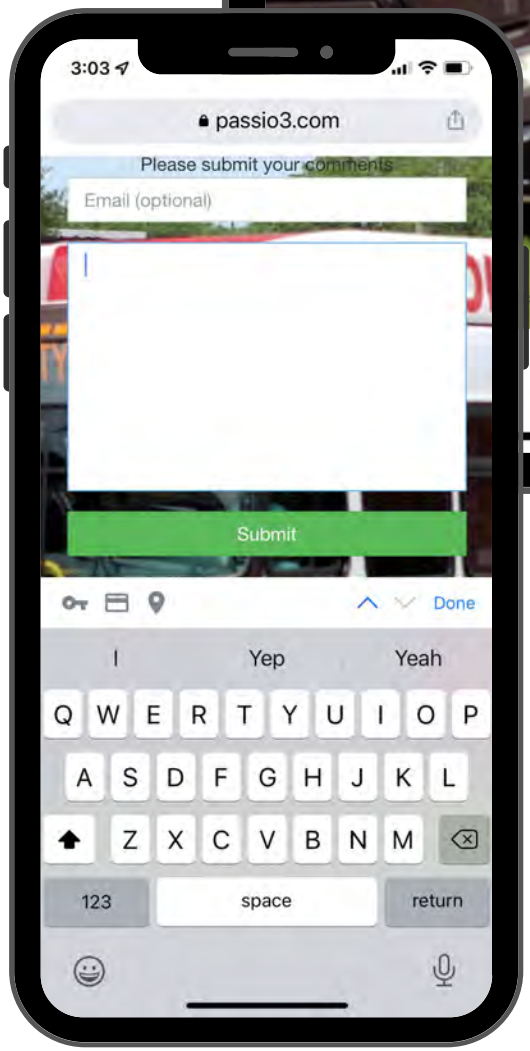
Rider Feedback Webpage (optional)

As a supplement to our SMS-based feedback system, you also have the option to build a custom feedback webpage for an improved interface with system branding.

This custom interface can be provided directly within our Passio GO apps, embedded within your website, and available as a stand-alone link for publication anywhere.





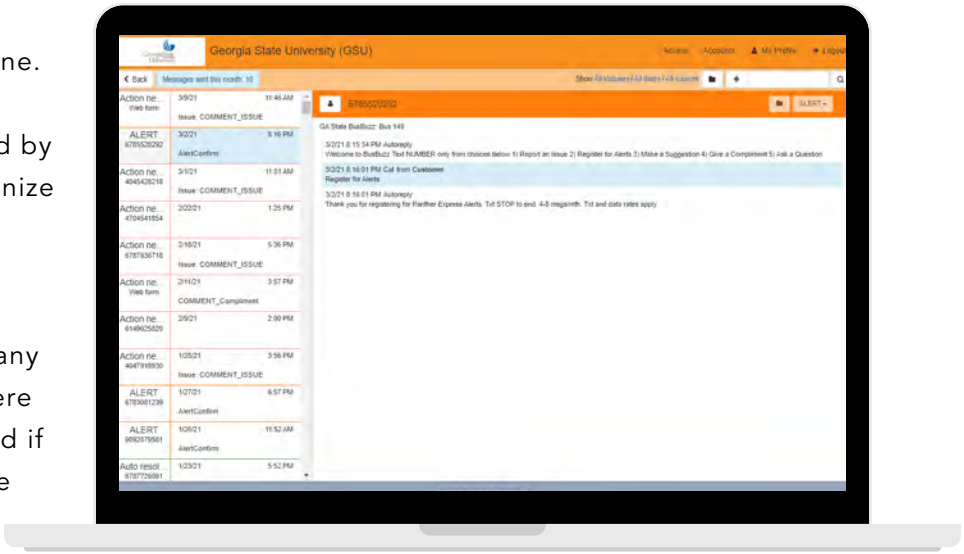


Feedback Management

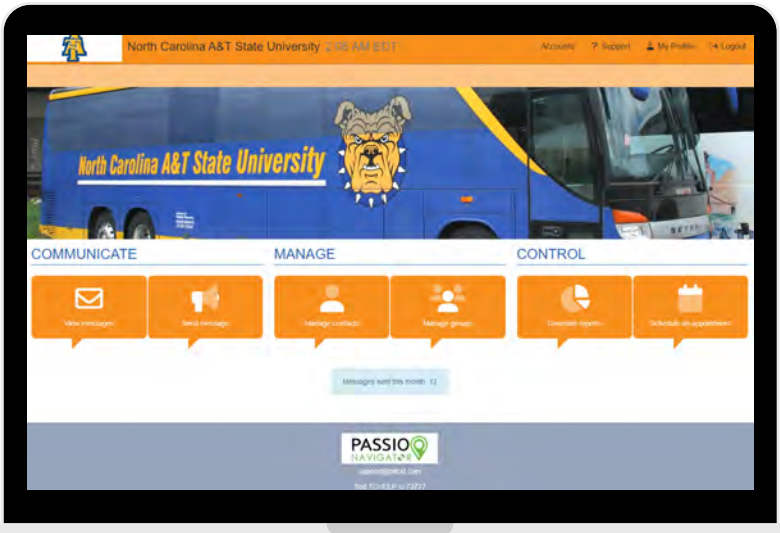
Responses are recorded into Passio Navigator and can be accessed online. Each comment/question can be assigned to an employee and sorted by type and conditions you set to organize feedback further.

After comments are assigned and answered, they are easy to view at any time, along with the answer they were given. See who answered, when, and if you received any customer response after the fact.

Management can even track how long it took for someone to respond to a customer question, and work on their response speed, which could increase customer satisfaction. Have questions on driver performance, route schedules, stop locations, and vehicles answered!



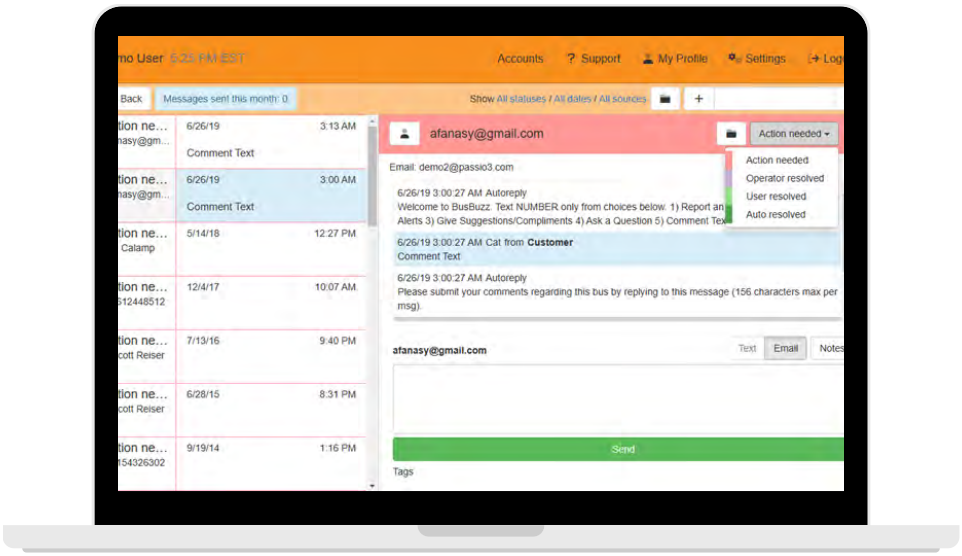
MESSAGING CONSOLE - PASSIO BUSBUZZ



From our agency dashboard users can launch the messaging queue, send out SMS announcements or alerts to your subscribers, manage your contacts (riders/subscribers), create and edit contact groups, view/build reports, and schedule internal appointments for review.

Users can also create new feedback workflows and edit existing ones for both the SMS and web interfaces.

AGENCY DASHBOARD - PASSIO BUSBUZZ

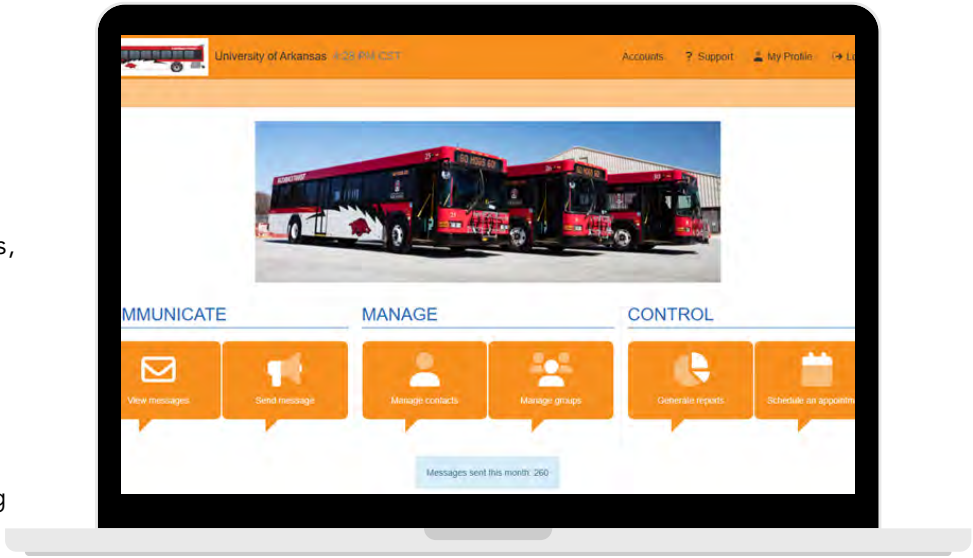


BusBuzz Events & Incidents Tracking

The Passio BusBuzz Events/Incidents Module provides event lifecycle management for those issues/tasks/events which require coordination, maintenance tracking, or escalation. Events can be assigned to a specific user, then modified, escalated/resolved, and closed. All transactions will be logged and reported. These events/incidents can be input by dispatchers, administrators, maintenance staff, or even operators using their Passio MDT.

BUSBUZZ EVENTS & INCIDENTS MESSAGING

The event management system provides important alerts and cues to ensure they are assigned to the appropriate individual or group. System setup and configuration includes type, color coded priorities, description, notes, and customized statuses. Default incident status types are "New", "Open", "Action Needed", "Operator Resolved", "User Resolved", and "Auto Resolved". The background shading and bold attributes of an event change based on an event's current information (including status, priority, and event type).



BUSBUZZ EVENTS & INCIDENTS DASHBOARD

Event status details can be emailed/texted to internal staff, managers, or groups during lifecycle trigger points and status changes.

INTELLIGENT DISPLAYS (OPTIONAL)

On-Board and Outdoor LCD displays powered by MessagePoint Media

PASSIO TECHNOLOGIES

8.3 EXPERIENCE AND QUALIFICATION

QUALIFICATIONS AND EXPERIENCE

PASSIO QUALIFICATIONS & EXPERIENCE

PASSIO TECHNOLOGIES

Passio is proud to share our recent successes. Passio Technologies has been named to Inc. Magazine's top 5,000 fastest growing companies for both 2018 and 2019, and was named one of Georgia's 40 fastest growing technology companies in 2018. Passio's Executive Team serves on the boards of the Georgia Parking and Transit Association, the Mid South Transportation and Parking Association, the Technology Association of Georgia Transit Technology Society, GRAC Mobility, Bike Walk Greenville, Non Emergency Medical Transportation Accreditation Commission (NEMTAC), and as a committee member of the International Parking and Mobility Institute. The company's memberships also include the American Public Transit Association (APTA), National Association of College and University Auxiliary Services (NACAS), the Community Transit Association of America (CTAA), and numerous state transit associations.

Passio develops much of its technology in-house and uses its customers' needs and input to guide future innovation. We operate on an open integrator model that allows them to seamlessly connect with other strong industry suppliers such as TranSign, Twilio, Hella, Zonar, and of course Amazon. We are adding to this list consistently by integrating, partnering, or building when the solution identified best meets our customer's needs. Passio is committed to keeping our programmable API fully documented for consumption and integration with any other system providing an API. After our acquisition of ParaPlan Software (scheduling & dispatching products for transit since 1999), we have grown our customer list to over 250 agencies utilizing our transit technology solutions!

CUSTOMER MAP

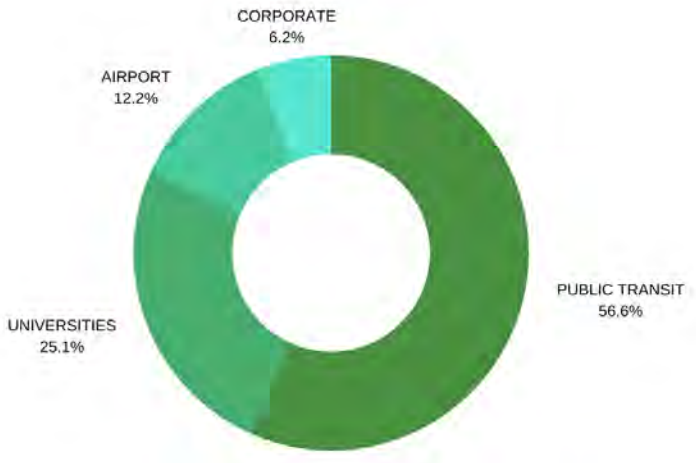
As stated, the origins of Passio Technologies came from a demonstrated need within the world of transit consulting for accurate and actionable data. The problem we identified, and then solved, was that there was no good way to capture data simply and inexpensively and put that data into an easily reviewable format. As the company developed, we identified that the passenger experience was just as important to the successful operation of the system as understanding the resources and utilization. Our top distinctions as a technology company are:

Network Simplicity

We use uncomplicated software and hardware configurations that are easy for the operators to manage, simple for maintenance to exchange and service, and quick to replace and upgrade. The system is designed to install quickly and for an operator to up and running within minutes of seeing the program for the first time

Data Usability

All complicated hardware and software is useless if the end user cannot point to the report they need, click run, and see the results. Everything presented within Passio is designed to 'make sense'. Our reporting is intuitive and user friendly, and the data is presented in the same format as it is collected. Counting is done at the stop, by a driver, on a bus, and that is how you see it in the reports.



PASSIO ITS CUSTOMER MIX

Customer Relationships

"Making every passenger count" is Passio's motto. Every customer at Passio is a reference, that is our working model, and how we conduct all of our business. Each customer has a unique approach to how they manage their passenger's experience, and how they want to provide value to their riders.

Our mission is to provide the information to both the operations staff and the passenger so that their experience is comfortable, informative, and effective. We don't begin and end with simply providing the answer to a question, but we look at the reason for the question. We always look to identify opportunities to develop newer and better reports and more effective interfaces to provide our customers with the experience they desire. By using this end user-centric approach we learn more from our customers every day, and our products and services are more valuable to our entire customer base.

Passio builds modular and scalable technology solutions for transit customers in the municipal, government, university, healthcare, aviation, corporate, residential and hospitality industries. We harness real time Passenger & Dispatch Information Systems through GPS tracking using Passio GO, Automated Voice Announcements, and on-board LED Smart Signs. These solutions are coupled with our Automated Passenger Counting and CAD/AVL systems to provide detailed visibility and comprehensive insight into any transit system.

Operations management, reporting and analytics are provided by Passio Navigator and Passio OpsView. Providing instant alerts such as speeding, off route, out of boundary, and idling, where dispatch and management can address transit issues in real time, correcting issues before they escalate. Our latest technology addition is Passio Connect, which powers our on-demand transportation software solution. This powerful new platform was built mobile first, integrating our core CAD/AVL features with our real-time routing algorithms to give agencies a new offering for their riders.

REFERENCES

PASSIO TECHNOLOGIES

KEY PERSONNEL

PASSIO TECHNOLOGIES

MICHAEL CIVITELLI

DIRECTOR OF IMPLEMENTATIONS

(404) 645-7375 x 124

michael.civitelli@passiotech.com

Michael is Director of our Implementation Team and also serves as Passio's Senior Project Manager. For over 20 years, Michael has worked in the transit industry managing new projects and clients. His specialty is client communications. Michael is a member of the Project Management Institute, has a B.A. from the State University of New York and attended the Executive Leadership Program at Seattle University.

JESSICA SONG

DIRECTOR OF TECHNICAL SERVICES

(678) 825-3456 ext. 104

jessica.song@passiotech.com

Jessica served as the Director of Operations of Atlanta-based Passio Technologies for over a decade prior to becoming Director of Technical Services. She has a Master's degree in Urban Transportation from the University of Illinois at Chicago and worked for Solstice Transportation Group. She manages all project implementation and customer support and she evaluates, develops, and manages transit solutions. She also assists with project management.

LEAH FLEMING

PROJECT MANAGER

(678) 825-3456 x 134

leah.fleming@passiotech.com

Leah is a Project Manager for Passio. With over 10 years of customer and client focused experience she is always focused on creating seamless and effective solutions for all of her clients.

MITZI BURGESS

PROJECT MANAGER

(678) 825-3456 x 137

mitzi.burgess@passiotech.com

Mitzi is a Project Manager for Passio and previously acted as Coordinator for a transit fleet running Passio's CAD/AVL software. She brings her end-user experience, positivity, and lively spirit to every aspect of the project. Her insight on the client perspective and her high prioritization of customer service are valuable contributions to Passio's implementation team.

WILLIAM COEFIELD

IMPLEMENTATION CONSULTANT

(678) 825.3456 x 133

william.coefield@passiotech.com

William works alongside Passio's Project Management and support teams to ensure seamless implementation of services to our Passio customers. He has a BS in Integrative Studies with a focus in Cyber Security from Kennesaw State University and also served 4 years active duty in the United States Marine Corps.

COREY MIHU

IMPLEMENTATION COORDINATOR

(440) 532-3899

corey.mihu@passiotech.com

Corey works alongside Passio's Project Management personnel to effectively plan and organize project implementations. His experience includes 9 years of IT and problem-solving experience, and he possesses a strong track record in project and event management

DAMON VELTRI

INSTALLATION COORDINATOR

(678) 825-3456 x 136

damon.veltri@passiotech.com

Damon is dedicated to creating a seamless installation experience for our clients and valued quality-focused execution. His growth mindset and experience across several industries contributes to ongoing process improvements and implementation. Damon is experienced in project management, onboarding & training, data analytics & business intelligence, service leadership, and teambuilding.

WAYNE MANIS

INSTALL TECHNICIAN

wayne.manis@passiotech.com

Wayne leads Passio's installations, bringing over a decade of experience in the GPS industry. His expertise is in GPS fleet installation, hardware installation, installation technical support, and trainings.

CARLY VALCHEFF

DATA ANALYST

(678) 825-3456 x 123

carly.valcheff@passiotech.com

Carly specializes in both client reporting and project implementation. She acts as Passio's Business Analytics platform expert and fuels the Passio team with her strong data background aiding implementation and training, assisting with customer support issues, and collaborating with Passio's software development team. Carly spearheads Passio's NTD Reporting & Certification processes.

COURTNEY HALL

TRAINING AND IMPLEMENTATION MANAGER

(678) 825-3456 x 116

courtney.hall@passiotech.com

Courtney functions as our Training & Client Care Specialist, with almost 20 years of experience working directly with clients to create the best experience possible. She makes it a daily goal to ensure they are taken care of in a quick and positive way, making it her priority that they have the best Passio experience possible. She also assists with project management.

LUCY LEE

SENIOR MANAGER, CUSTOMER EXPERIENCE

(678) 825-3456 x 107

lucy.lee@passiotech.com

Lucy is an integral part of the team and an expert on all things Passio. She has held several roles with the company including Accountant and Business Manager. As Passio's Senior Manager of Customer Experience, Lucy oversees Passio support, post go live/public deployment, and marketing.

SAM HEARST

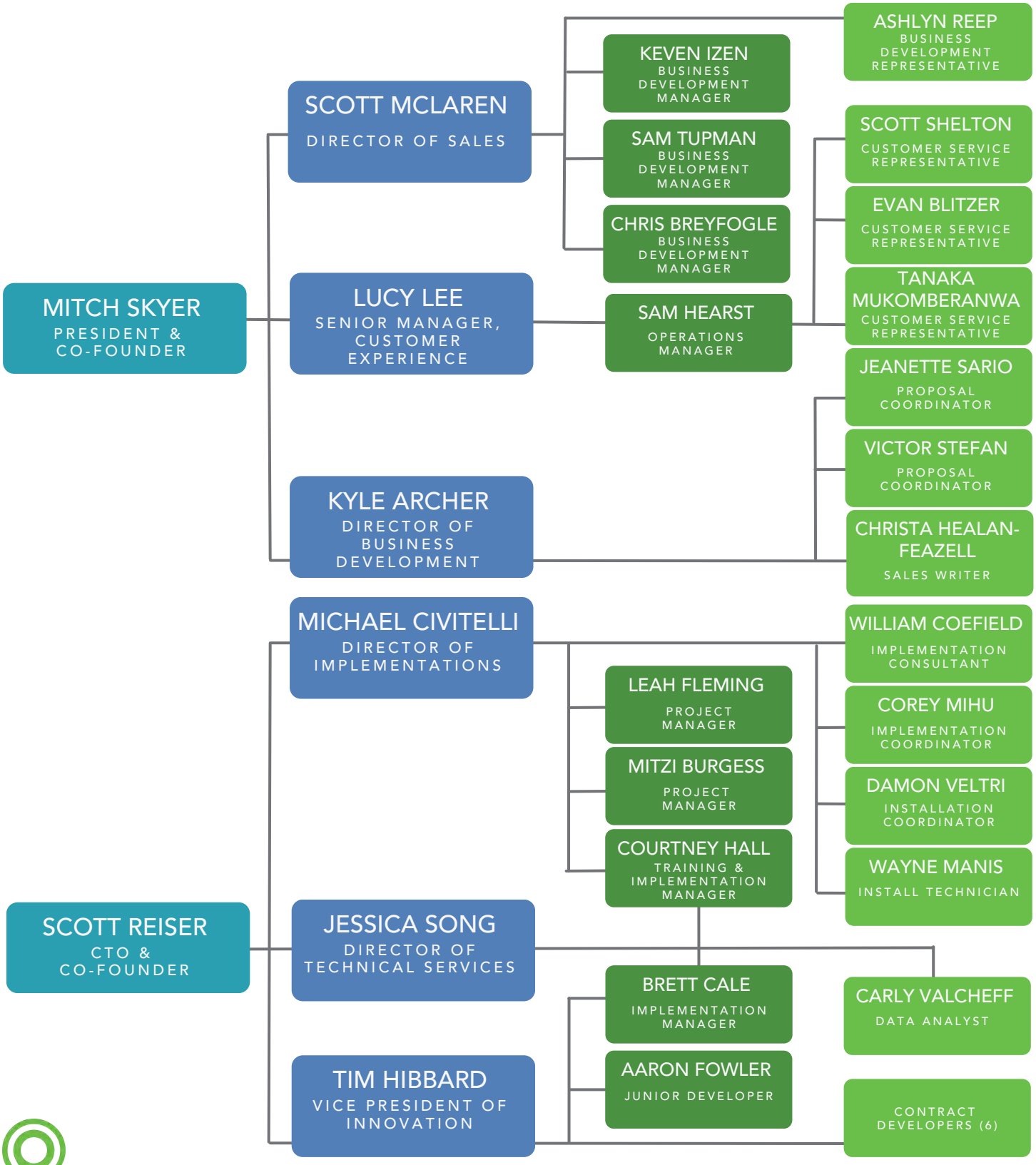
CUSTOMER OPERATIONS MANAGER

(678) 825-3456 x 129

sam.hearst@passiotech.com

Sam is our Customer Operations Manager, with over a decade of experience in managing customer service teams. He ensures the analysis and quick resolution for customer feedback, watching over our clients' projects throughout the lifetime of their systems.

ORGANIZATIONAL CHART



8.4 PRICE PROPOSAL

PRICE QUOTE

Proposer Passio Technologies

RFP Number – TM-24-01 Technology for Buses

Please provide a price quote for each of the items listed below. Metro will select items based on the amount of money available for this project.

AVL/CAD *	$ $260623.24
APC	$ $167,686.40
DMS	$ Removed this option due to client request on addendum 2
Total Contract Price	$ $428309.64

Installation & Training Start Date 60 Days after Award Complete Date 120 Days after Award

Annual Maintenance, Support and Updates

Note: You may quote dollar amounts for years 2-5, or maximum percentage increases. If there is no cost, enter $0 on each line.

Year 1	$ $81226.00
Year 2	$ $83662.78
Year 3	$ $86176.66
Year 4	$ $88761.96
Year 5	$ $91424.82

What would Topeka Metro need to provide in order for you to complete this project?

During the Project Planning phase, please review, approve, disapprove, or make recommendations to the project schedule and work plans and equipment and materials submittals within five working days after submittal to follow the project timeline.

Metro is exempt from all taxes – do not include sales tax in your bid pricing. A project exemption certificate will be provided upon request. Price quoted must be the total cost of the contract, including (but not limited to) materials, labor, installation, training and travel expenses.

*** Includes headsign update, annunciator update, customer facing app, and customer service support.**

PASSIO TECHNOLOGIES

YOUR CUSTOM SOLUTION QUOTE

Topeka Metro

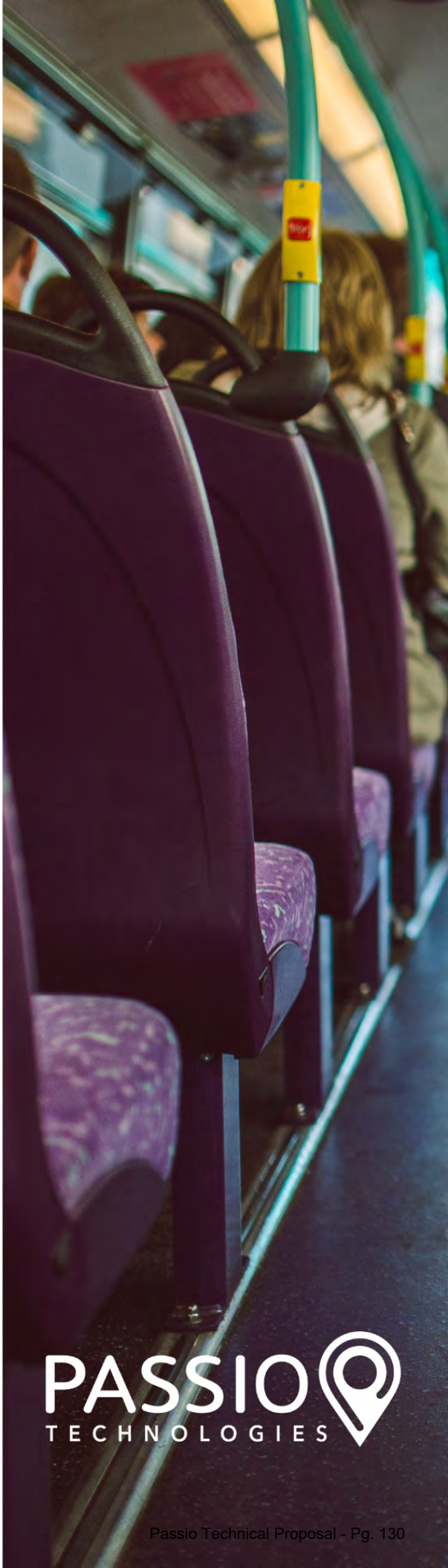
Richard Appelhanz

rappelhanz@topekametro.org

Topeka

Quote #: 2069

PLEASE REACH OUT TO PASSIO SALES WITH ANY QUESTIONS
SALES@PASSIOTECH.COM



PASSIO TECHNOLOGIES

Quote

Please review this quote from Passio Technologies to Topeka Metro

Quote #: 2069

Quote total: $428,309.63 USD

Thank you,

The Passio Team

6100 Lake Forrest Dr

Atlanta 30328

678-825-3456

marketing@passiotech.com

www.passiotech.com

PASSIO TECHNOLOGIES

Quote

Passio Technologies
6100 Lake Forrest Dr
Atlanta, GA 30328
United States

T: 678-825-3456
F: 866-633-9504

Quote #	**2069**
Date	**Dec 12, 2023**
Expires	**Mar 11, 2024**
Contact	**Chris Breyfogle**

Prepared for

Topeka Metro
Richard Appelhanz
Topeka, KS
United States

T: (785) 233-2011
E: rappelhanz@topekametro.org

Passio Technologies Quote with The City of Topeka

Passio GO CAD/AVL Solution

One-Time Fees

Category	Item	Qty	Price	Total
Setup	**Passio GO CAD/AVL GPS Setup** Setup Passio GO solution for customer account. One fee per system. 35% Item Discount ($922.95) Code: GOga	1	$2,637.00	~~$2,637.00~~ **$1,714.05**†
	Base Price		$2,637.00	$2,637.00
License	**Passio GO GPS CAD/AVL Software License** Per unit one time software license. Includes lifetime updates. For Installed, Portable, and API Configuration. Code: GOgpsavl	26	$134.00	**$3,484.00**
	Base Price		$134.00	$3,484.00
Hardware	**VLU** Vehicle Logic Unit for GPS Tracking. Code: VLU	26	$420.00	**$10,920.00**
Hardware	**MDT - Mobile Data Terminal** Rugged Android MDT, Multi Connections, Stationary Mount. Code: 1210003MDT	26	$947.52	**$24,635.52**

One-Time Subtotal	$41,676.52
Discount	($922.95)

Annual Fees

PASSIO TECHNOLOGIES

Quote

Category	Item	Qty	Price	Total
Recurring	**Passio GO GPS/AVL Recurring Annual** Per unit annual recurring fee. Configuration updates, reporting, and data storage. Code: 40RX21PGO	26	$699.00	**$18,174.00**†

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal $18,174.00

Passio APC Solution

One-Time Fees

Category	Item	Qty	Price	Total
Hardware	**APC - APS Unit** Automated Passenger Counter, Mount, Wiring (Per Door) -This project will require all-new Hella sensors because they no longer support models from 2019. If any devices are proven to be usable, Topeka will be credited back the cost of any new equipment that can be replaced with functioning old equipment for APC. Hella (Code: 1210001APC)	52	$1,065.00	**$55,380.00**
License	**Passenger Counting:APC Software License** Per unit one time software license. Includes lifetime updates. Code: APCsl	26	$762.00	**$19,812.00**†
Setup	**Passenger Counting:APC System Setup** Configuration - sensor installed automated passenger count generator with mobile data terminal for driver log in and passenger type recording. 35% Item Discount ($691.60) Code: APCss	1	$1,976.00	~~$1,976.00~~ **$1,284.40**†
Hardware	**Cellular Router & Modem** Pepwave BR1 Mini (HW3) with Cat 4 LTE Pepwave (Code: 1210002MODM) Peplink Monitoring: PrimeCare for MAX Transit Mini (PRM-MAX-TST-MINI-LTE-2Y)	26	$1,007.00	**$26,182.00**

One-Time Subtotal $103,350.00

Discount ($691.60)

Annual Fees

Category	Item	Qty	Price	Total
Recurring	**Passenger Counting:APC Recurring Annually** Per unit annual recurring fee. Configuration updates, reporting, and data storage. Code: APCA	26	$710.00	**$18,460.00**†

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal $18,460.00

Passio NTD Solution

One-Time Fees

Category	Item	Qty	Price	Total
Setup	**NTD Setup with OpsView** NTD Parameters and Reporting Setup for NTD Information (Time Groups and Service Schedule) NTD Report Module in Passio Navigator OPSVIEW Account Setup Configuration • Route, Stop, and Driver Configuration • LiveMap • Replay Mode 35% Item Discount ($1,965.95) Code: NTDS	1	$5,617.00	~~$5,617.00~~ **$3,651.05**†
License	**NTD Software License with OpsView** NTD License plus per unit one time software license. Includes lifetime updates for OpsView NTD Parameters and Reporting for NTD Information (Time Groups and Service Schedule) NTD Report Module in Passio Navigator OPSVIEW Account Setup Configuration • Route, Stop, and Driver Configuration • LiveMap • Replay Mode Code: OPSNTDsl	26	$138.00	**$3,588.00**†

One-Time Subtotal $9,205.00

Discount ($1,965.95)

Annual Fees

Category	Item	Qty	Price	Total
Recurring	**NTD: Annual Service** Per unit annual recurring fee for NTD for customers with Passio GO. Configuration updates, reporting, and data storage. NTD Parameters and Reporting for NTD Information (Time Groups and Service Schedule) NTD Report Module in Passio Navigator Code: NTDANN	26	$469.00	**$12,194.00**[†]

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal $12,194.00

Genfare Integration

One-Time Fees

Category	Item	Qty	Price	Total
Setup	**Genfare Farebox Integration** Integration with Genfare Fareboxes. This does not include any integrations and required devices/cables from Genfare. Customer will need to contact Genfare directly for this added cost. This is for the Passio Technologies development team to configure the integration specific to the needs of the agency with Genfare and adhere to the Genfare requirements. Code: GENINTG API Setup: API Integration Core Setup (APISET)	1	$35,000.00	**$35,000.00**

One-Time Subtotal $35,000.00

Annual Fees

Category	Item	Qty	Price	Total
Recurring	**Genfare Integration Recurring Annual** Annual fee for Genfare API Integration. Includes software updates and real time location data integration, as well as updates to the integration protocols for any changes. Passio (Code: GENINTRECUR)	1	$4,032.00	**$4,032.00**

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal $4,032.00

ETA Textback with Voice

One-Time Fees

Category	Item	Qty	Price	Total
Setup/License	**ETA Text Back Account Setup** ETA to text request initial setup for a customer account. Includes setting up text codes, testing text back feature, training, and database coordination. This is a one time fee per account. Passio (Code: TXTBSET)	1	$4,202.00	**$4,202.00**

One-Time Subtotal $4,202.00

Annual Fees

Category	Item	Qty	Price	Total
Recurring	**ETA Text Back Annual Service** ETA text back stop codes and messaging. Annual fee per account. Includes up to 5,000 text messages per month for this Basic Plan. Additional text packages available in message increments listed if requested. Code: TXTBANN	1	$7,748.00	**$7,748.00**
	Base Price		$5,948.00	$5,948.00
	ETA Text Back Message Packages: Increase Text Back Messaging - 10K/Month Total (TXTBANN10K)		$1,800.00	$1,800.00

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal $7,748.00

Passio AVA

One-Time Fees

Category	Item	Qty	Price	Total
Hardware	**AVA: Audio Interrupt System** Includes audio interrupt hardware, ancillary equipment, and wiring for connection to existing PA or Head Unit system with installed speakers. If additional audio equipment is required, Passio can provide this option as an upgrade to the customer. Code: 1219045AVA	26	$522.00	**$13,572.00**
License	**AVA: Automated Voice Announcement Software License** Per unit one time software license. Includes lifetime updates. Code: AVAlicense	26	$894.00	**$23,244.00**†
Setup	**AVA: Automated Voice Announcement Standard Setup** Automated Voice Announcement solution setup 35% Item Discount ($2,310.35)	1	$6,601.00	~~$6,601.00~~ **$4,290.65**†

Category	Item	Qty	Price	Total
	Code: 1213009AVA			

One-Time Subtotal	$43,417.00
Discount	($2,310.35)

Annual Fees

Category	Item	Qty	Price	Total
Recurring	**AVA: Automated Voice Announcement Recurring Annually** Per unit annual recurring fee. Configuration updates, reporting, and data storage. Code: AVAannual	26	$472.00	**$12,272.00**†

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal	$12,272.00

Spares

One-Time Fees

Category	Item	Qty	Price	Total
Hardware	**APC - APS Unit** Automated Passenger Counter, Mount, Wiring (Per Door) Hella (Code: 1210001APC)	3	$1,065.00	**$3,195.00**
Hardware	**VLU** Vehicle Logic Unit for GPS Tracking. Code: VLU	3	$420.00	**$1,260.00**
Hardware	**MDT - Mobile Data Terminal** Rugged Android MDT, Multi Connections, Stationary Mount. Code: 1210003MDT	3	$947.52	**$2,842.56**
Hardware	**Cellular Router & Modem** Pepwave BR1 Mini (HW3) with Cat 4 LTE Pepwave (Code: 1210002MODM) Peplink Monitoring: Replacement Unit - No Monitoring (XXX)	3	$917.00	**$2,751.00**

One-Time Subtotal	$10,048.56

LEDx Headway

One-Time Fees

Category	Item	Qty	Price	Total
License	**LED Connect (LEDx) Destination Sign Software License** Integration with J1708/J1939 exterior destination sign. Includes connection hardware. Controller and software for manufacturer signs required to push sign codes to headway sign from Passio Navigator. Updates to controller still required. Code: 1212020LEDX	26	$515.00	**$13,390.00**†
Setup	**LED Connect (LEDx) Setup** Account setup for J1708/J1939 Destination Signs. Includes mapping of manufacturer sign codes to Passio Navigator routes. Controller and software for manufacturer signs required to push sign codes to headway sign from Passio Navigator. Updates to controller still required. 35% Item Discount ($1,803.90) Code: 1212046LEDX	1	$5,154.00	~~$5,154.00~~ **$3,350.10**†
Hardware	**LED Hardware** Wiring harness, mounts, hardware Code: LEDhard2	26	$278.00	**$7,228.00**

One-Time Subtotal	$25,772.00
Discount	($1,803.90)

Annual Fees

Category	Item	Qty	Price	Total
Recurring	**LED Connect (LEDx) Software Recurring Annual** Per unit annual recurring fee for J1708/J1939 Destination LED sign integration and software management. Controller and software for manufacturer signs required to push sign codes to headway sign from Passio Navigator. Updates to controller still required. Code: 2210029LEDX	26	$122.00	**$3,172.00**†

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal	$3,172.00

Passio SmartSense

One-Time Fees

Category	Item	Qty	Price	Total

PASSIO TECHNOLOGIES

Quote

Category	Item	Qty	Price	Total
Setup/License	**SmartSense LED Setup** Setup of SmartSense for new TranSign interior passenger information sign. 35% Item Discount ($876.40) Code: LEDset	1	$2,504.00	~~$2,504.00~~ **$1,627.60**†
Setup/License	**SmartSense LED Software License** Per vehicle software license fee for passenger information sign and/or destination sign management. Code: LEDsl	26	$395.00	**$10,270.00**†
Hardware	**Passenger Information SmartSense LED Sign** Amber Interior LED Sign 3.5" x 32.25" x 2.25" 8x96 pixels TranSign LLC (Code: 1210007SSNS) Required SmartSense Accessories: 15' Data Link Custom Cable (LD-CP) Wiring harness, mounts, hardware (SSHDW)	26	$1,664.24	**$43,270.24**

One-Time Subtotal	$56,044.24
Discount	($876.40)

Annual Fees

Category	Item	Qty	Price	Total
Recurring	**SmartSense LED Software Recurring Annually** Per unit annual recurring fee for SmartSense LED management, includes Passenger Information Sign and Destination Signs. Code: LEDsoftRA	26	$199.00	**$5,174.00**†

** Recurring fees billed annually with 0 upfront payment(s).*

Annual Subtotal	$5,174.00

Warranty

One-Time Fees

Category	Item	Qty	Price	Total

PASSIO TECHNOLOGIES

Quote

Category	Item	Qty	Price	Total
Hardware / Warranty	**APS Warranty** Automated Passenger Counter Warranty - covers all manufacturers defects and device failures not related to damage, vandalism, misuse, accident, or other non normal wear and tear event. All devices include a 12 month standard warranty. Warranties may be extended to add to the initial 12 month period. Each APS would require a separate warranty. If the vehicles have two doors, there would be 2 APS warrantees on each vehicle. Hella (Code: APSwar)	52	$209.48	**$10,892.96**†
	Extended Warranty: APS 60 Month Warranty Per Device (APSWTY60)		$209.48	$10,892.96
Hardware / Warranty	**AVA Connect System Warranty** AVA Connect Warranty - covers all manufacturers defects and device failures not related to damage, vandalism, misuse, accident, or other non normal wear and tear event. All devices include a 12 month standard warranty. Warranties may be extended to add to the initial 12 month period. CalAmp (Code: AVAwar)	26	$125.00	**$3,250.00**†
	Extended Warranty: AVA 60 Month Warranty Per Device (VLUWTY60)			
Hardware / Warranty	**VLU Warranty** Vehicle Logic Unit Warranty - covers all manufacturers defects and device failures not related to damage, vandalism, misuse, accident, or other non normal wear and tear event. All devices include a 12 month standard warranty. Warranties may be extended to add to the initial 12 month period. CalAmp (Code: VLUwar)	26	$168.75	**$4,387.50**†
	Extended Warranty: VLU 60 Month Warranty Per Device (VLUWTY60)			
Hardware / Warranty	**MDT Warranty** Mobile Data Terminal Warranty - covers all manufacturers defects and device failures not related to damage, vandalism, misuse, accident, or other non normal wear and tear event. All devices include a 12 month standard warranty. Warranties may be extended to add to the initial 12 month period. Lilliput (Code: MDTwar)	26	$487.50	**$12,675.00**†
	Extended Warranty: MDT 60 Month Warranty Per Device (MDTWTY60)		$487.50	$12,675.00
Hardware / Warranty	**Cellular Modem Warranty** Cellular Modem - covers all manufacturers defects and device failures not related to damage, vandalism, misuse, accident, or other non normal wear and tear event. All devices include a 12 month standard warranty. Warranties may be extended to add to the initial 12 month period. Code: CMWTY	26	$495.00	**$12,870.00**

Category	Item	Qty	Price	Total
	Extended Warranty: MODEM 60 Month Warranty Per Device (CMRWTY60)		$495.00	$12,870.00

One-Time Subtotal $44,075.46

Installation

One-Time Fees

Category	Item	Qty	Price	Total
Installation	**Installation** Hardware installation and connectivity testing. On site charges, travel, and initial costs. Passio (Code: Install) Component Install: MDT (Mobile Data Terminal) (MDTINST) VLU (Vehicle Logic Unit) (VLUINST) APC Two Door (APC2INST) AVA Interrupt (AVAINST) LED Interior Sign - SmartSense (LEDINST) LEDX Installation (LEDXINST) LEDx Engineer (LEDENG) Cellular Router (ROUTRINST) On-Site Vehicle Audit (VEHAUD)	26	$2,465.00	**$64,090.00**

One-Time Subtotal $64,090.00

Summary

† *Non-taxable item*

Please contact us if you have any questions.

One-Time Subtotal	$436,880.78
Discount	($8,571.15)
Total One-Time	**$428,309.63 USD**
Total Annually	**$81,226.00 USD**

Cost Breakdown

Category	One-Time Fees	Annual Fees
Setup	$56,985.00	—
License	$63,518.00	—
Hardware	$191,236.32	—
Recurring	—	$81,226.00
Setup/License	$16,976.00	—
Hardware / Warranty	$44,075.46	—
Installation	$64,090.00	—
Discount	($8,571.15)	—
Total	**$428,309.63 USD**	**$81,226.00 USD**

Standard Terms and Conditions

- Installation
  - All installation quotes are estimates based on customer provided vehicle information. Limited vehicle availability or undocumented vehicle configuration information may result in increased installation costs and/or trip charges.
- Sales & Use Tax
  - Customers are responsible for all applicable sales tax. If you are sales tax exempt or use taxes are accrued, please provide that documentation at the time of order acceptance.
- Term of Agreement
  - Standard term is 36 months for optimal pricing. Customers have the option to select 60 month term to lock in pricing for an extended period. Lesser term periods are subject to higher recurring fees. After term agreement is completed customer has the option to transition to a new term agreement or month to month arrangement, any price adjustments will be communicated, in writing, at that time. Month to month customers may cancel at any time by providing a minimum of 30 days' written notification.
  - Recurring Fees automatically increase annually by 3% or the prevailing Consumer Price Index Rate, whichever is greater, up to a maximum of 5% per year unless otherwise determined by mutual agreement and documented, in writing, by all parties.
- Financial Terms
  - Recurring costs begin at 'go live' which is determined when solutions are fully available and after installation (if required) of available fleet is completed.
  - New customers are required to pay a deposit equal to 50% of the one-time costs prior to shipment of any equipment or account setup.

8.5 EQUIPMENT & WARRANTY

HARDWARE, WARRANTY & MAINTENANCE

PASSIO TECHNOLOGIES

TECHNICAL REQUIREMENTS

Passio's proposed software solutions are 100% web-based and optimized for Chrome and Firefox. Passio Navigator™ is accessible on any device supporting the listed browsers. Recommended Internet Speed should be five (5) Mbps or greater. The technical requirements for any selected options can also be made available prior to installation.

Passio Navigator Minimum Requirements (Workstation)

- Processor: Intel Core i3 or greater, AMD Ryzen 5 or greater, or Apple M1 Processor (CPU). 2.2 GHz or greater.
- OS Windows: Microsoft Windows 10 or greater, any version or deviation (x86 or x64)
- OS Apple: macOS 10.15.X "Catalina" or 11.X "Big Sur."
- Memory/RAM: 8 GB or higher.
- Video/Graphics: Integrated or Discrete graphics processor of 1440 X 900 resolution, or better.
- Monitor: 13″ – 17″ notebook display, 19″ – 27″ desktop widescreen flat-panel display.
- Network Adapter: 802.11ac 2.4/5 GHz wireless adapter.
- Internet Speed: 5 Mbps or greater
- Supported browsers: Chrome, Firefox, Microsoft Edge, & Safari

Passio GO Minimum Requirements (mobile)

-Operating System (OS): iOS 14.4 or newer, Android 5.0 or newer
-Hardware (iPhone): iPhone 7 or newer
-Hardware (Android): Any device running Android 5.0, or greater.
-Data Plan: 1 GB per month per device or greater
-Storage: 32GB or greater

HARDWARE COMPONENTS

Hardware Integration (If Applicable)

If any hardware integration is required for this scope of work, Passio will provide an onsite engineering evaluation and inspection of existing onboard hardware as part of our "Implementation Planning Phase". This process will determine the compatibility of existing hardware within the proposed Passio ITS framework. We have found that while most integrations can be accomplished, depending upon the results of our inspection, the anticipated timeline may require adjustment.

Newly Purchased Hardware

Passio can provide complete tech specifications for each component if requested. The proposed hardware for this specific project is listed in our Cost Proposal. The data collected using this proposed hardware is provided within our attached solution documents (when applicable).

The following is a listing of all hardware components available from Passio (or our partners) for ITS deployments. Passio Technologies, LLC is qualified as a regular provider of the hardware being presented. We work directly with most manufacturers of our equipment, and employ trusted, qualified distributors when required by the manufacturer.

All Passio software can be updated remotely, and the ITS Hardware itself may be re-calibrated in the field. Each configuration is extensively monitored and tested during the initial rollout period, and account managers will continue to periodically confirm the configuration and make updates through the life of the contract. Software updates will be provided at no additional cost for the life of the agreement.

Passio's approach to the equipment warranty and ongoing maintenance has been realigned to change the way the industry approaches this challenge. Our goal is to maximize our customer's independence, eliminate downtime, and avoid extra costs that are not necessary when equipment and service are designed with the end-user in mind.

The Passio solution is designed to be self-managed. This reduces scheduling delays and empowers our customers to resolve modest issues quickly, efficiently, and at a lower cost to the transit agency while enjoying full remote support. When situations arise that demand a hands-on approach, company-trained technicians can be dispatched to handle repair or replacement on an hourly or daily basis. Customers will be charged with applicable trip charges and hourly fees for on-site service.

All on-site service will incur additional charges and be subject to minimum service call amounts. At a customer's request, Passio will coordinate and schedule post-install on-site service. Customers will be charged with applicable trip charges and hourly fees for services on-site. Service calls are typically subject to a two-hour minimum but may be higher based on location. Passio will remotely support customers who use internal employees to conduct on-site repairs for no additional fees.

FIRST 30 DAYS

All new equipment, wiring, and system setup MUST be working as promised. All Passio customers can expect us to ensure equipment is installed properly, is tested, and the software/systems are functioning as outlined in our agreement.

EXCHANGES AND REPAIRS

All customers, whether they have a standard one-year warranty or have purchased the extended warranty agreements, can expect immediate attention and equipment exchanges or repairs processed as quickly as possible from the initial request, avoiding delays.

ON-SITE/ON-BOARD REPAIRS

Our equipment is designed to be diagnosed within minutes, experience minimal disruption to operations during updates, and be replaced quickly and easily in the event of a malfunction. We provide unlimited remote support for the life of our client's contracts with us. In the limited instances where an on-site tech is needed, in addition to our staff installation team, we have a nationwide network of installers chosen for their knowledge, professionalism, and value-based pricing.

WARRANTY TERM

All equipment is sold with a standard one-year manufacturer's warranty. Equipment Warranty covers all equipment failure due to normal wear and tear or manufacturer's defect. Equipment warranty does not cover theft, damages sustained from an accident or vehicle malfunction, vandalism, or damage due to neglect by a driver, passenger, or other individuals.

Extended warranties may be purchased in 12 (twelve) month increments up to a maximum of 48 (forty-eight) additional months, for a total of 60 (sixty) months. Warranty fees must be received with initial order payment, or no later than 30 (thirty) days after initial equipment is delivered to the customer.

WARRANTY PRICING

Warranty Costs - Per Vehicle		Warranty Coverage Period (Months)				
Item	Manufacturer	12 Months	24 Months	36 Months	48 Months	60 Months
MDT	Lilliput	Included	$135.00	$225.00	$337.50	$487.50
APC	Hella	Included	$35.00	$89.78	$149.63	$209.48
VLU	CalAmp	Included	$25.00	$56.25	$131.25	$168.75
LED Sign	TranSign	Included	Included	Included	Included	Included
Wi-Fi Modem/Router	Pepwave	Included	$50.00	$115.00	$315.00	$495.00
AVA Interrupt	Lilliput	Included	$45.00	$60.00	$110.00	$135.00

- SPARES: Passio recommends a minimum spare ratio of 5% for all equipment.
- PAYMENT: Warranty payment made at time of purchase, covers parts only, no labor included. Customer is responsible for shipping costs.
- LOANER EQUIPMENT: Component Loaner Program for extended warranty repair items.
- OUT-OF-WARRANTY: Equipment will either be repaired or replaced with the same or compatible upgraded model, whichever is more cost effective for the customer.
- ON-SITE SERVICE FEE: $375.00 for up to 2 hours. Additional hours - $100.00 per hour on weekdays and $150.00 per hour on weekends. Rate is subject to change. Additional trip charges, travel expenses, and mileage fees are site specific and may apply.

SERVICE AND MAINTENANCE PLANS

Passio provides unlimited remote training, expert on-site hardware installation, and maintenance staff training with any implementation. For larger deployments (greater than 20 vehicles), Passio recommends multiple additional on-site touch point options to ensure proper configuration, system performance, and longevity. On-site visits include a pre-install audit of your fleet, customized training for all staff, go live support, post-public launch, and a post-installation 6-month review. These visits average between 2-4 days each ($2,200/day), depending on fleet size and solution complexity.

Quarterly Health Check (Optional)

For subsequent years of your Passio ITS service, we recommend enrollment in our quarterly ITS Health Check maintenance service. This quarterly service provides a comprehensive on-site review for all Passio equipment and configurations to ensure proper performance. Additional maintenance visits will be billed at $150/hour beyond the regularly scheduled quarterly visits. More information and pricing on this optional maintenance service will be provided if desired.

NON-WARRANTY REPAIRS

- All costs for repair or replacement of units not covered by warranty will be billed at cost for equipment and time. Shipping fees are billed as incurred.
- On-site and/or internal service is billed hourly at the rate stated above for on-site service fees. Rate is subject to change.

CUSTOMER SYSTEM MANAGEMENT

- The Customer understands and accepts that the technology solutions offered by Passio are dynamic and require designated on-site contact(s) to update software, confirm connectivity, and troubleshoot hardware and system issues.
- The Customer has the option to provide configuration updates such as routes, drivers, and stops to Passio for updates, typically within 2 (two) working days for standard updates. The Customer may, at their option, self-update configuration information.
- Passio will provide remote support for connectivity, configuration, and hardware troubleshooting. The Customer shall not rent, sell, assign, lease, or sublicense the Services. The Customer shall not use the Services in a service bureau, outsourcing, or another arrangement to process or administer data on behalf of any third party.
- Customer shall not knowingly access, store, or transmit via the Services any material that (i) is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or offensive; (ii) facilitates illegal activity; (iii) is discriminatory; or (iv) causes damage or injury to any person or property.
- Customer shall not violate or attempt to violate the security of Passio's networks, including (i) accessing data not intended for Customer; (ii) accessing a server or account that Customer is not authorized to access; (iii) attempting to scan or test the vulnerability of a system or network or to breach security or authentication measures; or (iv) attempting to interfere with the availability or functionality of the Services, including by means of submitting a virus, overloading, flooding, spamming, mail bombing or crashing.

Customer acknowledges and agrees:

- That the Services are an information tool only and is not a substitute for competent management and oversight of Customer's Vehicle Fleet, transportation system, and personnel;
- That the Services depend upon data being transmitted over the internet, Customer's network, GPS satellites, and third-party carrier networks, and that, Passio has no control over the functioning of the internet, Customer's network, GPS satellites, or the network of a carrier; and
- That Customer alone is responsible for acquiring and maintaining Customer's Vehicle Fleet, Customer's network, Customer's internet access, and the rest of Customer's physical and technological infrastructure.

QUALITY ASSURANCE

QUALITY ASSURANCE FROM THE PASSIO TEAM

Passio is dedicated to the quality of our services and solutions.

PASSIO TECHNOLOGIES

Quality Assurance & Continuous Improvement

Passio is proud to present our commitment to quality in this section. We have invested heavily in Quality Assurance (QA) with the most current releases of core products Passio Navigator, Passio Transit, Passio ParaPlan, and Passio Connect. Our dedication to high standards was based on the desire to utilize the latest managed development environments. These technologies have allowed us to enhance our code unit testing, experience testing, and implementation procedures.

Unit Testing

We are continually working to make our test cycles fast and partially automated. By breaking releases into much smaller components and testing as early in the iteration as possible, we bring updates to the market faster. Short cycles allow enhancements to reach customers much sooner, so our QA team is constantly pushed to enhance their processes to stay on-cycle with development. Unit testing, the simulation of incomplete components with service visualization, allows Passio to run simultaneous tests, rather than wait until the end of a cycle.

Functional testing

Functional testing verifies that our applications work how they are intended. It's implemented in a target environment by conducting manual user tests according to specific plans, considering the needs and requirements of our end users. Functional testing includes the following tests:

- Browser compatibility test to check app performance in various browsers.
- Regression test for every release, minor update, integration, or data migration.
- Automated functional and regression tests.
- Outcome-based user testing on all new feature sets.
- Reliability test to find app weaknesses and reduce the number of failures during deployment.
- Passio eventually uses actual user data to improve testing and user experience.

Performance Testing

By performing load tests, the Passio QA team can determine our ability to handle unsteady loads and find the maximum supported levels. From there, the team can move on to endurance testing which tests the system under continuously high load. Endurance testing is a method for detecting memory leaks and identifying at what point performance degradation occurs. It can also show how the system copes under high demand for long periods of time. We test our solutions with various loads, including ones that exceed normal operating conditions. These techniques are primarily done manually, but we are working to improve Passio Performance Testing with new automated testing tools.

Furthermore, our failure and recovery tests check the system for functional disaster recovery after simulation of various crashes both internal (software) and external (internet connection, power cuts, etc.).

Compatibility Testing

- The Passio QA team tests against the following:
- Browsers (Chrome, Firefox, Safari, Edge)
- Desktop Operating systems (Windows, macOS)
- Mobile devices (iOS, iPadOS, Android)
- Hardware versions

While these configurations are numerous, we always consult with each client to ensure our solutions work as expected on their hardware.

Maintenance Testing

Maintenance testing is performed by both our QA and Tech Support teams. They are responsible for ensuring the correct performance of applications and customer service workflows. Passio uses Freshdesk.com and Monday.com to help this team track and analyze potential problems.

Continuous Improvement

Besides these new development testing KPI's, we have implemented new Process Controls and Workflow Tools for onboarding new customers and ongoing technical support. This attention begins with our onboarding process throughout the life of the contract. When onboarding a new ITS customer, Passio has a proven methodology in place to transfer project information and goals from sales to our customer success team. We now use 2 project management tools (Insightly.com & Monday.com) to help facilitate this. We also use a series of online forms (Formsite.com) in collaboration with the new customer to ensure all required information is complete.

We are continuously adding content to our online user community/KB/FAQ on Freshdesk and updating training videos for our solutions. We are committed to comprehensive training done both remotely and on-site. Passio uses electronic media and also hosts quarterly webinars to provide documentation and training to our customers. Passio tracks support tickets internally via Freshdesk (https://passiotech.freshdesk.com).

All project tasks will be implemented by a Senior Project Manager, Systems Engineer, Customer Success Supervisor, Account Manager, and a Passio Installation Technician. During the project implementation and ongoing operations, Passio leaders and project managers will coordinate on site evaluations and strategic meetings to ensure maximum utilization of all technology solutions.

Cost Control

Passio is proud to present our commitment to quality. Details of our Functional, Performance, Compatibility, and Performance testing programs are outlined above. Our proposed ITS solution is 100% cloud-based using minimal hardware to keep costs down. We have performed extensive research on multiple on-board ITS components to land on the perfect combination of quality, reliability, and affordability in this proposal. Please refer to our Hardware Section for more information on our proposed components. We will work with your agency to finalize the hardware requirements of this solution to recommend the best options and pricing during contract negotiation.

SECURITY

SECURITY FROM THE PASSIO TEAM

We care about the security of your data within the Passio platform. We strive to make our data use durable, reliable, and secure.

PASSIO TECHNOLOGIES

Data Security

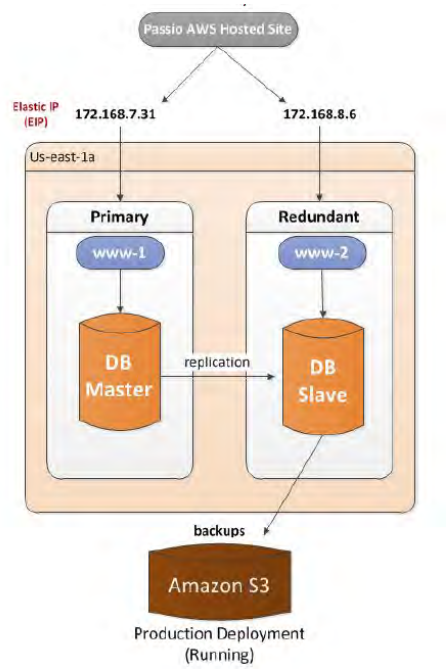
Passio Technologies offers a hosted solution on the Amazon AWS platform for our SaaS model and data storage needs. AWS provides redundancy of the business environment through shared, distributed hardware resources. We also maintain an active backup of the data and SaaS environment both locally and remotely.

Amazon S3

Amazon S3 (Simple Storage Service) provides a fully redundant data storage infrastructure for storing and retrieving any amount of data, at any time, from anywhere on the Web. Access to the customer accounts are user-specific with individual actions logged for transparency. Data transmitted is encrypted between the on-board devices and the server.

Data Durability and Reliability

Amazon S3 provides a highly durable storage infrastructure designed for mission-critical and primary data storage. Amazon S3 redundantly stores data in multiple facilities and on multiple devices within each facility. To increase durability, Amazon S3 synchronously stores your data across multiple facilities before confirming that the data has been successfully stored. In addition, Amazon S3 calculates checksums on all network traffic to detect corruption of data packets when storing or retrieving data. Unlike traditional systems, which can require laborious data verification and manual repair, Amazon S3 performs regular, systematic data integrity checks and is built to be automatically self-healing.



Amazon S3's standard storage is:

- Backed with the Amazon S3 Service Level Agreement for availability.
- Designed for 99.999999999% durability and 99.99% availability of objects over a given year. Designed to sustain the concurrent loss of data in two facilities.

Amazon Cloud

Watch Instant Status Monitoring with instance status monitoring, Passio can quickly determine whether Amazon EC2 has detected any problems that might prevent your instances from running applications. Amazon EC2 performs automated checks on every running EC2 instance to identify hardware and software issues.

- Status Check Every 2 Minutes
- CPU Utilization – Alert if utilization exceeds threshold for more than 15 min
- Disk Volume QueueLength (the number of read and write operation requests waiting to be completed) >= 5 for 5 minutes – Alert.

Results of status checks to identify specific and detectable problems are viewable within the dashboard. This data augments the information that Amazon EC2 already provides about the intended state of each instance (such as pending, running, stopping) as well as the utilization metrics that Amazon CloudWatch monitors (CPU utilization, network traffic, and disk activity).

Status checks are performed every minute and each returns a pass or a fail status. If all checks pass, the overall status of the instance is OK. If one or more checks fail, the overall status is impaired. Status checks are built into Amazon EC2, so they cannot be disabled or deleted.

Disaster Recovery Backup & Restore

Passio Technologies' cloud-computing platform is hosted on top of Amazon's AWS EC2 Service. In order to protect our customer's data against disaster, we have implemented the following plan. Our primary servers' data is replicated across to redundant storage in the same Availability Zone. Passio Technologies' cloud-computing platform, Navigator, is protected against disaster with the following method.

Navigator sits on top of High-Performance Volumes to ensure performance standards are met for the most demanding applications. Amazon EBS volume data is replicated across multiple servers in an Availability Zone to prevent the loss of data from the failure of any single component. Our servers' data is replicated across redundant storage in the same Availability Zone. Transactional data is also stored simultaneously in both AWS and Google Storage services. Backup snapshots are performed nightly and stored in AWS Eastern region for up to 1 month. A redundant snapshot is also created nightly and saved to the North California region for three days. Periodic restoration is performed to validate and test the backed up data. Freshdesk communication allows the agency to track when issues have been escalated and when resolution is anticipated.

Amazon EBS Snapshots are used to save point-in-time snapshots of Passio volumes to Amazon S3. Snapshots provide immediate access to Amazon EBS volumes. Passio utilizes High-Performance Volumes to ensure performance standards are met for the most demanding applications. Amazon EBS volume data is replicated across multiple servers in an Availability Zone to prevent the loss of data from the failure of any single component.

Amazon EBS volumes are designed for an annual failure rate (AFR) of between 0.1% - 0.2%, where failure refers to a complete or partial loss of the volume, depending on the size and performance of the volume. This makes EBS volumes 20 times more reliable than typical commodity disk drives.

Passio utilizes Amazon Elastic Block Store (Amazon EBS) to provide persistent block storage volumes for use with Amazon EC2 instances in the AWS Cloud. Each Amazon EBS volume is automatically replicated within its Availability Zone to protect from component failure to provide high availability and durability. Amazon EBS volumes provide consistent and low-latency performance needed to run large workloads that can scale usage up within minutes.

Data Retention Storage and Retrieval Standards

All data is available 24/7/365 via the web portal accessible via assigned username and password.

GPS/AVL Tracking Data

- Individual GPS Activity Reporting Level stored for 90 (ninety) days. This data provides 'breadcrumb' or detailed historical reporting
- GPS Activity Detail Data stored in the dynamic reporting system for a minimum of 3 (three) years. This data provides GPS based reporting by route and stop, to include on time reports, headways reports, dwell time reports, etc. It also includes GPS based alert reports such as out of boundary, speeding, idling, movement, etc.
- All archived data is available for customers to electronically download at any time prior to removal from the dynamic reporting system.

Passenger Count Data (if applicable)

Record level detail is always stored for a minimum of 36 (thirty-six) months. This archive provides count information at the base level which allows for time and individual bus and driver reporting at the stop level. After 36 (thirty-six) months this data will be summarized at the route, day, and passenger type level. Data will be available in the dynamic reporting system for a minimum of 5 (five) years. All data archived after 5 (five) years will be made available electronically prior to removal from the dynamic reporting system.

Access Levels

Passio Navigator™ controls access to system features for each individual user and user group with multi-layered security features. We use a permission-based user management system that can assign Read, Write, none permissions per user based on their role. Example roles include Dispatcher, Manager, Supervisor, and Admin but we can be very granular with page level access. The AWS infrastructure puts strong safeguards in place to help protect customer privacy. New users are easily added with permission-based security along with bank-grade encryption, SSL-256, which restricts access to authorized personnel as well as secures the data while in transit. Passio also uses UTF-8 encoding everywhere, so we can store and display in any language. We currently support non-English data where all text fields can use non-English characters, such as bus names, route names, etc.

Passio OpenAPI

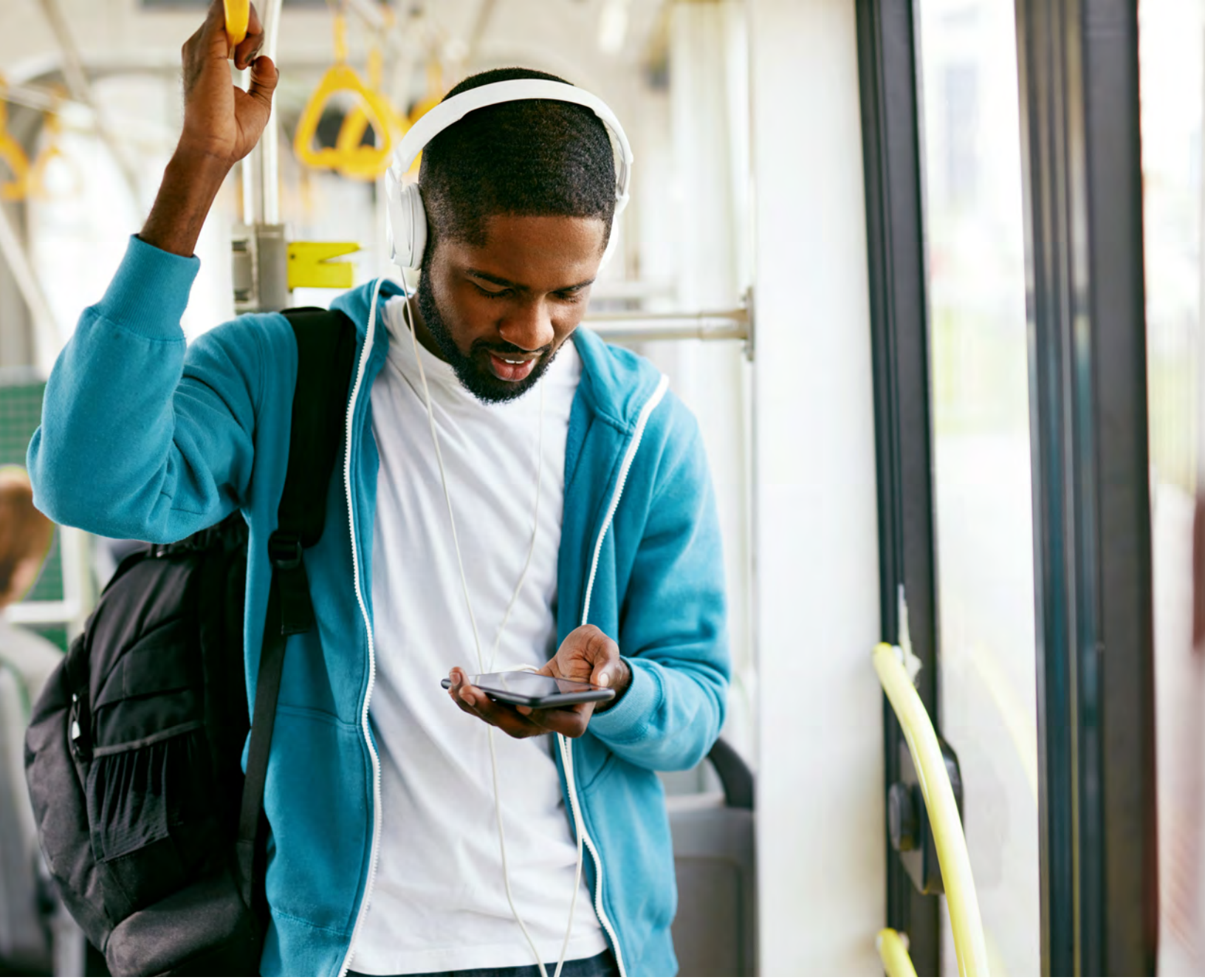
The Passio OpenAPI utilizes a single secure gateway to authenticate our users. The Passio OpenAPI is consists of 2 types: 1) REST-based, using JSON as the data-interchange format, All API requests require the Authorization Token (auto-expiring), API access is over SSL, and are accessed from https://passio3.com, and 2) Real-time location WebSocket (WS) API allows users to listen to Passio real-time location broadcast (instead of querying the Passio database). Data is sent and received as JSON. The API endpoint is https://passio3.com. In the Location chapter of this document, you can find a sample Node-Js code of how to connect to our WS API. Passio API endpoints follow modern best-practices security procedures.

HIPAA Security Rule

Passio is dedicated to the protection of your data AND your sensitive patient information. ParaPlan Software by Passio Technologies complies with the Administrative, Physical, and Technical safeguards of the HIPAA Security Rule, which outlines specific regulations that must be applied in order to prevent breaches in the process of the creation, sharing, storage, and disposal of ePHI. All ParaPlan data is encrypted to NIST standards at rest and in transit. Our software also complies with all major components of the HITECH/HIPAA Omnibus Rule of 2013. We are also compliant with the Family Educational Rights and Privacy Act (FERPA) that protects the privacy of student education records. Passio is dedicated to the protection of your data and your sensitive rider information.

- We use Microsoft SQL Server with a non-standard port
- For our API, we use SSL and auto-expiring authentication tokens
- We utilize a single secure gateway to authenticate our users
- We support TLS 1.2 on our web apps and web APIs
- We redirect http calls to https on our web apps and web APIs
- We force SSL connections on traffic to SQL Server
- We force SSL connections on logins to SQL Server
- We encrypt all data in transit (via forcing SSL-256) and at rest (in the database)
- We provide HIPAA level auditing, creating 22 audit action groups to track user access
- Our web security is also managed by Amazon Web Services. All data flowing across the AWS global network that interconnects AWS datacenters and regions is automatically encrypted at the physical layer before it leaves AWS secured facilities.

We ensure your data will not be used for any purpose other than use with Passio Technologies. Passio will destroy any sensitive data once it is no longer needed, nor disclose any information to others without the prior written consent of the user, as stated in our Terms of Service. We follow the "AWS Best Practices" to ensure compliance with the HIPAA Security Rule (national standards for the security of electronic protected health information) and the confidentiality provisions of the Patient Safety Rule (which protects identifiable information being used to analyze patient safety events and safety). We perform nightly backups of all databases using Amazon S3. We have the ability to move between servers to prevent downtime in the case of server failures. Furthermore, we do not use OpenSSL, making our servers and related infrastructure immune to related vulnerabilities.



TECHNICAL SUPPORT

SUPPORT FROM THE PASSIO TEAM

Learn what Passio does on a daily basis to support our clients.

PASSIO TECHNOLOGIES

Level one support is provided from our support phone/chat/email/social, which is 24x7x365. Passio provides immediate tech support (acknowledgment within 30 minutes for any critical issue) during our office hours of 7 AM - 6 PM Eastern Time, Monday through Friday. Issues are evaluated when received and escalated to the senior technical support team if needed, and then to the development team if critical systemic issues are determined. All issues submitted can be tracked and referenced using our Freshdesk Ticketing CRM portal. Most common issues are resolved on the same day. The typical resolution time for 90% of issues not resolved within one working day is three (3) working days. Technical support is always included for the life of any Passio agreement.

Customer calls or emails are reviewed and acknowledged within one working day or less of receipt. Most common issues are resolved within that time period. The typical resolution time for 90% of issues not resolved within one working day is three working days.

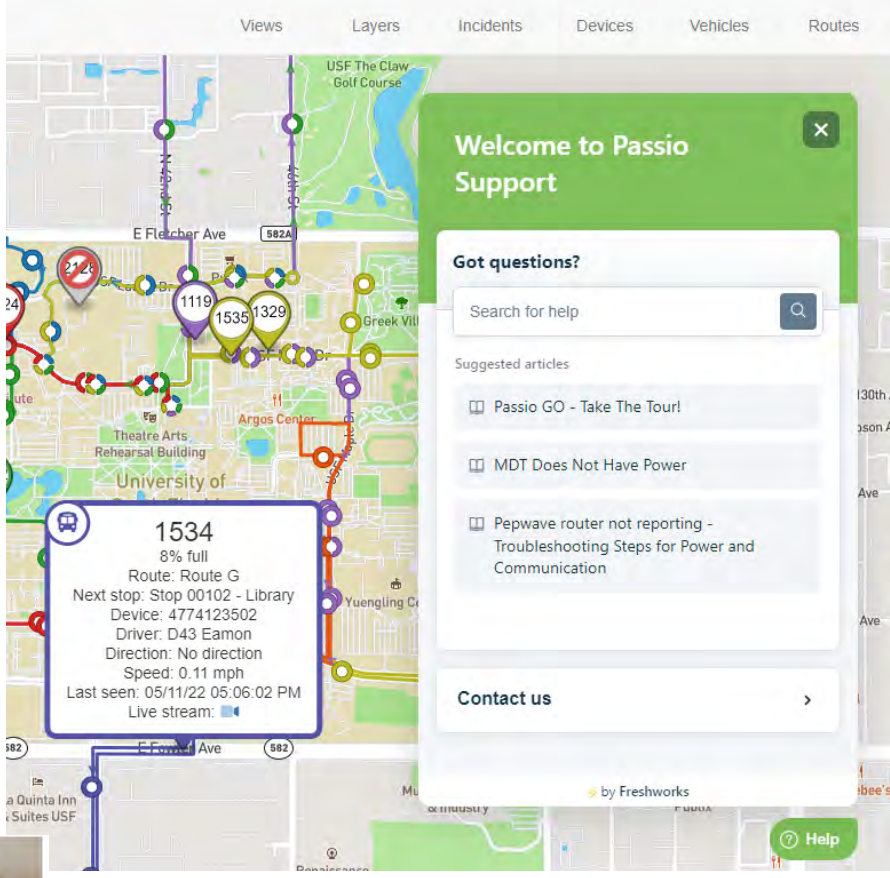
Passio's systems can be updated via the administrator portal for some key configuration settings. Additionally, web conference software is used to share screen information. Implementing major upgrades or patches are typically done over weekends and in the early AM hours. Testing of upgrades is also done during this period. All major upgrades and patches are included in the standard service agreement and do not incur additional charges.

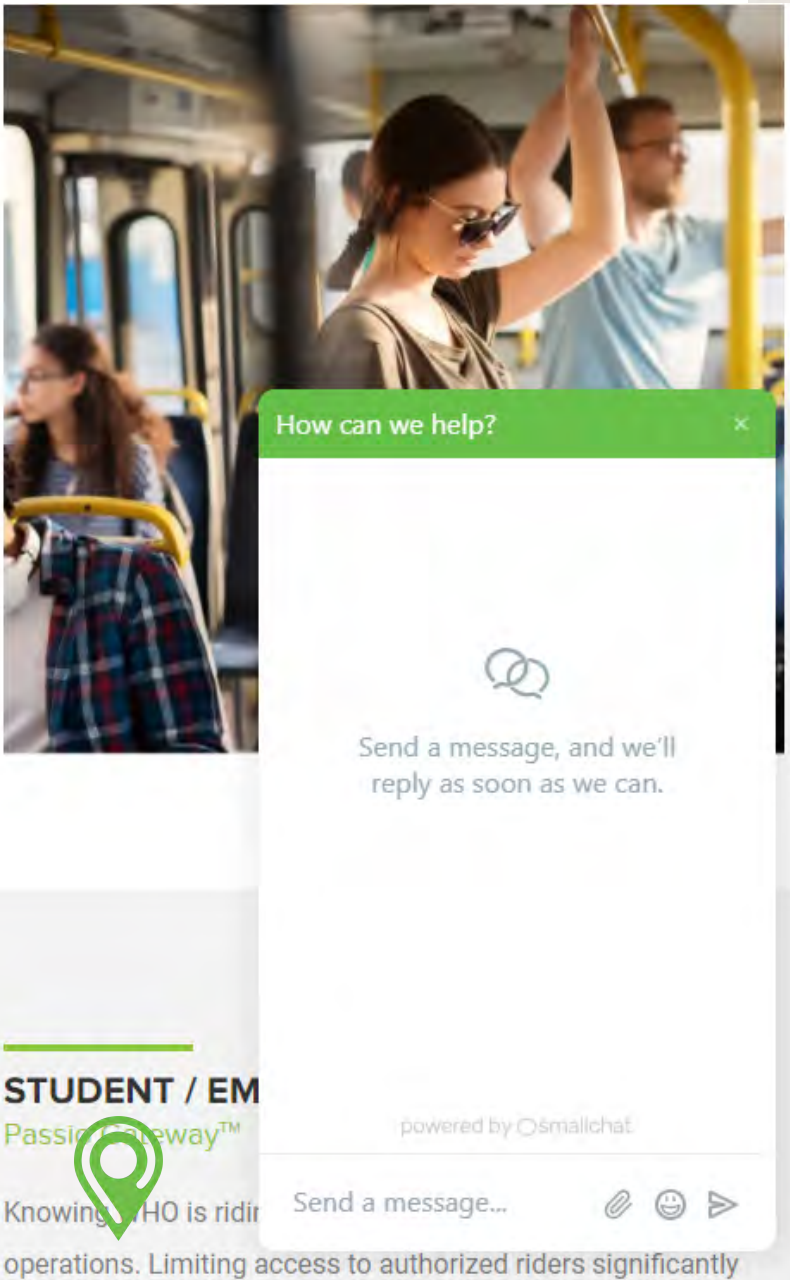
Server-side upgrades do not require any customer staff involvement. Passio has developed the capability to upgrade software versions via remote server trigger command. If an update does require a configuration that is not possible to conduct 'over the air' the customer will be provided with complete instructions and pre-scheduled remote support to upgrade on board devices.

Passio Tech Support:
Phone 678.825.3456
Email support@passiotech.com
Web https://passiotech.freshdesk.com
Chat https://passiotech.com/#

PASSIO NAVIGATOR PROVIDES CONTEXT SENSITIVE HELP AT YOUR FINGERTIPS

While our customer support team is responsive to all customer concerns, the majority of support inquiries can be resolved by using our Passio support widget for guidance on our most commonly asked questions.





PASSIO OFFERS QUICK AND EASY WEB CHAT FOR QUESTIONS, COMMENTS, AND CONCERNS DIRECTLY THROUGH OUR WEBSITE PASSIOTECH.COM

We make it easy for riders, clients, and any other interested parties to ask us questions using a live chatbox on our website. Chats are answered in real-time, answering any questions we receive about our solutions, app, and more!

PROJECT IMPLEMENTATION

- Technical Approach
- Implementation Plan
- Installation
- System Acceptance
- Project Management
- Agency Involvement

PASSIO TECHNOLOGIES

Running complex transit systems is challenging, especially when you're required to be efficient with limited resources while managing so many working parts. Passio simplifies every piece of this puzzle. Passio creates innovative ways to meet your goals in the areas of safety, mobility, efficiency, economic growth, environmental stewardship, security, and accessibility. We believe that everyone deserves the independence and accessibility that public transportation provides. Our solutions are specifically designed to improve the efficiency of public transportation services, improve the customer experience, scale to the size and needs of any system, and are agile to integrate and adapt to the changing landscape and advancements in technology over time. We believe that public transit is an integral part of a healthy, thriving community, and we innovate to help transit agencies operate more efficiently to bring people together. We exist to help our clients become more successful. This has always been our cornerstone.

PASSIO'S TECHNICAL APPROACH HELPS BRING COMMUNITIES CLOSER TOGETHER THROUGH SMARTER TRANSIT.

In choosing Passio, your team is hiring true partners in transit. In addition to our suite of over 20 integrated transit solutions, the Passio leadership team has over 125 years of combined experience in transit. Your knowledge in conjunction with ours yields countless possibilities. We have implemented transportation solutions with over 250 agencies with multiple modes of transit operations and varying service models, allowing us to compliment your local knowledge with new industry trends. We can help formulate best practices, targeted operational plans, and processes to improve operations. Successful reporting and management focuses on evaluating trends that can be analyzed using Passio software.

Our experience and passion described above will bring a unique value to your agency. Passio works hard to exceed the expectations of our customers. We achieve this through a combination of personal attention and reliability. As a smaller company, Passio also brings new innovations to the market faster. We build modular and customizable technology solutions for transit customers in over 40 states. Our commitment to industry standards makes interoperability easy with other platforms. Passio develops much of their technology in-house and uses their customers' needs and input to guide future innovation. We operate on an open integrator model that allows them to seamlessly connect with other strong industry suppliers such as TranSign, Twilio, Hella, Zonar, ATTI, Instamapper, Firebase, and of course Amazon. We are adding to this list consistently by integrating, partnering, or building when the solution identified best meets our customer's needs. Passio is committed to keeping our programmable API fully documented for consumption and integration with any other system providing an API. Passio develops much of their technology in-house and uses their customers' needs and input to guide future innovation. Passio supports integration with third party apps via GTFS-RT and our API. We currently integrate with The Transit App and Customer Specific Apps at approximately 20 agencies and universities.

We truly want transportation to be easily accessible to all, so we have focused on supporting blind and low vision riders through our integration with FAR. Foresight Augmented Reality (FAR) GPS tools and beacons make bus stops and common locations accessible to the blind and visually impaired. Adding the integrated FAR application with GPS for direct wayfinding is optional and may be added at any time. Foresight Augmented Reality (FAR) gives a voice, description and orientation to the sighted world for blind and low-vision users. FAR also uses Passio bus tracking information to allow riders to easily track their bus with audio cues. Passio stop announcements are also played within the FAR app to make getting around a bit easier for blind and low vision riders.

PASSIO ADDS PERSONAL ATTENTION IN EVERYTHING WE DO.

This attention begins with our onboarding process throughout the life of the contract. When onboarding a new ITS customer, Passio has a proven methodology in place to transfer project information and goals from sales to our customer success team. We use 2 project management tools (Insightly.com & Monday.com) to help facilitate this. We also use a series of online forms (Formsite.com) in collaboration with the new customer to ensure all required information is complete.

All project tasks will be implemented by a Senior Project Manager, Systems Engineer, Customer Success Supervisor, Account Manager, and a Passio Installation Technician. During the project implementation and ongoing operations, Passio leaders and project managers will coordinate on-site evaluations and strategic meetings to ensure maximum utilization of all technology solutions. These meetings will include maintenance, operations, and the agency's corporate management as required.

Passio typically provides a combination of remote and on-site training for new customers. On-site training is performed by expert Passio implementation staff. All customers are provided access to Passio’s training documents, FAQs, knowledge base articles, Powerpoint presentations, and training videos for their appropriate solutions. Passio hosts webinars to provide documentation and training to our customers. Passio also provides searchable electronic media to provide documentation and training to our customers. You will be given access to our online knowledge base and multi-media training tool. This is a dynamic tool that is consistently updated as new features and functionality are added to the Passio platform. More details on our complete training program and modules can be found in our attached Training section. Yes, recorded video training is available permanently. Remote training is free and available anytime during the life of the contract.

Level one support is provided from our support phone hotline, which is 24x7x365, or via our support@passiotech.com email. Issues are evaluated when received and escalated to the senior technical support team if needed, and then to the development team if systemic issues are determined. We provide unlimited remote support. Passio will have dedicated resources available to work on "critical issues" during your contractual hours until resolved.

Another value Passio brings is our custom Agency Marketing Guide at no extra cost, which includes step-by-step guidelines to inform, engage, and excite your riders. In order to help you get the word out about your new rider tools and ensure a successful launch, we've put together a comprehensive marketing plan. This plan is modular, just like our transit solutions. Feel free to pick and choose what works best for your transit operation.

We have included generic materials that are ready to be used as is. Wording and images may be adjusted as needed, with the exception of the Passio Technologies logo. Our services and collateral offered include App Handout Cards, Flyers, and targeted Social Media Ads. We will work with your agency to craft a comprehensive launch of new services. Along with our agency marketing guide, we can provide various marketing materials designed to stand out and meet your riders where they are.

Detailed information on our proposed technical solutions are presented in our Solutions section.

Passio's overall project approach engages in a policy of consistent feedback and continual updates on progress. At each major milestone of the project timetable, we will schedule a confirming conference call, review any open items, and develop a strategic plan to address and correct issues. Our customers will have the opportunity to review those corrections and confirm that they are complete. Client satisfaction is met by the combination of focusing on the planned implementation schedule and constant and open communication. Passio's Implementation Plan consists of the following 5 components:

Determine all key stakeholders, contact information, and roles. Define communications process. Gather location data for installation and identify vehicle availability

Create schedule updates and milestone confirmations process. Define critical dates and identify potential barriers to success. Gather and confirm configuration data from customer

Determine initial installation schedule and pre-install fleet evaluation, schedule installers. Order equipment and document expected delivery timeline. Software setup and initial program testing

Test software deployment with customer configuration. Track, review, and regulate the progress and performance of the project; identify any areas in which changes to the plan are required; and initiate the corresponding changes. Conduct field testing, make adjustments from feedback, confirm updates

Conduct final testing with customer representatives. Confirm installation documentation and update Conduct training and review of operational items

Passio Promise

- Our Passio ITS solution provides a state-of-the-art approach that sets us apart from our competitors. The value of our platform continues well after the date of deployment and is easily expandable by taking future demands into consideration.
- All software and version updates, including new standard features and capabilities, are made available to our customers at no additional cost.
- We provide free marketing materials including designs for cut-out cards, posters, banners, and social media posts to help promote your new system to your riders.
- Passio's platform is completely modular and is capable of working with a variety of hardware.
- Passio provides an integrated, web-based user guide for training and system use.
- By choosing Passio as your transit technology provider, you will receive 24/7/365 access to all of your data, superior customer service, and the most innovative cloud-based technology on the market.

Creating Passio's proposed installation plan begins before the project kick-off meeting, during our internal handoff to the Project Implementation team. Our Implementation team reviews each project specification, requirement, and customer need with our sales team. Based on our historical lessons learned and best practices, we comprise a set of discussion points surrounding any questions or concerns we may have. These serve as the main agenda items with your agency team during the kick-off meeting.

Our goal is always to perform the installation work without impacting operations. Together, we will determine the optimal days and times for installation work, including daytime, nighttime, and weekends, and build in a communication and coordination plan that meets the needs of the project and the ongoing operations.

From the kick-off meeting discussion, our implementation team will draft an equipment and logistics timeline, conduct discussions with the Installation Technician(s) who will be performing the installation, and draft an installation plan that will be shared with your agency and reviewed during our weekly project check-in meeting. Once the plan is finalized it will be added to the Monday.com project plan board. By adding the plan to the project board, it will be visible to all the project stakeholders, for both your agency and Passio. Monday.com creates a powerful and visual real-time collaboration tool for tracking project progress, tasks, assignments, and milestones. This online board will be shared exclusively with your team and available anytime for status updates and comments.

Your agency is not expected to provide equipment for the installation. We will want to coordinate closely with your team members who have responsibility for fleet maintenance and operations to optimize bus availability, and to ensure that the installation work does not adversely impact operations.

Pre-Installation Protocols

- Passio will supply wiring diagrams to customers.
- Customers are provided five working days to review, ask for clarification, or request changes.
- Passio will provide an equipment list with specifications of each device.
- Customers should supply installation instructions including power source for each component, sensor locations (if applicable), sensor trigger (power or ground), connector requirements, device locations (if necessary), and wiring requirements within 5 (five) working days.
- Instructions to be provided by vehicle type and year for all vehicles.

On Site Installation and Acceptance Responsibilities

- Passio will install each component to the pre installation specifications.
- Passio will document each installation using our installer software tool.
  - This documentation will be available to the customer.
- Installation of each component is subject to change as required when the installer begins physical work on the vehicle.
  - Standard or minor changes will be documented during the installation process.
  - Material or significant changes will be discussed with the customer and approved, in writing by the customer.
- Installation is deemed complete and accepted when the following criteria are met.
  - New onboard equipment receives communications, returns active information to server, and registers in Passio Navigator Configuration Page in the devices tab
  - Destination Sign Connection and Internal Sign Connection (if applicable) – display changes when MDT goes out of service or changes route, receives configuration updates via over the air protocols
  - MDT (if applicable) – Passio Transit app loads on startup and connects to customer account. Registers in Passio Navigator Configuration Page. Configuration updates are confirmed to be received, and communication to server confirmed.
- Installation of component is completed using the accepted wiring and installation protocols
- Each component is tested for power, communication with server (if applicable), communication with internet (if applicable), and successful data transfer to server (if applicable)
- Passio certifies to customer that above installation protocols are met
- Customer Installation Inspection - Customers are encouraged to review the installation during the period when the installer is on site and provide feedback to Passio support in real time as needed.
  - Customers are encouraged to field test installation and equipment communication by driving vehicles on routes for 30-90 minutes post initial installation.

SYSTEM ACCEPTANCE TESTING

Solutions are the core of the Passio deliverable. It is our goal and objective to ensure that solutions are set up correctly and operate to specifications at the highest level of reliability. Solutions include the combination of device software, configuration, user interfaces, and server programs.

System Acceptance Process

- Acceptance criteria are set for each individual solution
- Individual solution acceptance test window is typically up to thirty working days
- Customer Acceptance Monitoring
    - Customers will identify any gap or interruption in the solution and report them to Passio as soon as possible after observation.
        - Information needed includes the date, time, vehicle number, assignment information, the observed gap in the solution, length of time gap lasted, and any troubleshooting steps taken
        - All discontinuities are investigated. One-time breaks are often nonissues, and may be the result of incorrect assignments or require a one-time reset of equipment.
        - Recurring, consistent, or replicable gaps will be managed until corrected to achieve acceptance status.
- The amount of testing done on each vehicle for solutions is at the customer's discretion and does not change the acceptance window.

System Acceptance Criteria

- CAD/AVL vehicle and information appear on Live Map 2 (LM2) and reflect updated route assignments Passio GO – Vehicle appears on correct active route when assigned
- LEDx Integration – Destination sign display changes when MDT goes out of service, changes route, and displays correct timed message(s)
- AVA – audible announcements are clearly made incorrect order at configured GPS locations on the route APC – system daily accuracy of counts exceeds 95%
- Public Wi-Fi – non Passio device connects to Wi-Fi SSID when onboard vehicle and can access public internet websites

Passio will also follow our System/User Acceptance Testing Protocol. Initial equipment and deployment tests for power, connectivity, and reporting connection. Once the system is operational, Passio will actively monitor all reporting activity for a 60-90 day window and implement accuracy testing and configuration adjustments during that period as required. Note that some of these modules will not be required based on solutions selected by the agency.

System Acceptance Criteria Checklist:

Section	Procedure and Expected Result	Pass/Fail	Date
NAV 1.0	User login to Passio Navigator successfully		
NAV 1.1	User has Read or Write access to all expected modules		
NAV 1.2	Route maps are reviewed and approved		
NAV 1.3	Stop locations and stop order are reviewed and approved		
OPS 1.0	Active vehicles display on live map with customer options		
OPS 1.1	On time reports are visible and at customer desired intervals		
OPS 1.2	Boundary/speed reports are active and reporting accurately		
OPS 1.3	Vehicle history reports are active and viewable		
MSG 1.0	Enabled, active and devices show online		
MSG 1.1	Driver incidents tested and verified		
MSG 1.2	Driver incident text listing is updated and active		
GPS 1.0	Customer is in the Select list for Android and Apple devices		
GPS 1.1	Public viewer display is set up and shows active vehicles		
GPS 1.2	Review and approve public view of routes		
MDT 1.0	Configuration profile is loaded and accessible on MDT		
MDT 1.1	Captured data is uploading properly to reporting module		
PAS 1.0	Front Door APC counts audited		
PAS 1.1	Rear Door APC counts audited		
APC 1.0	All sensor angles/views are accepted		
APC 1.1	Automatic download of data is confirmed		
AVA 1.0	GPS enabled voice announcements trigger at proper location		
AVA 1.1	Customer specific announcements are entered and approved		
AVA 1.2	Operator initiated announcements are listed and functional		
AVA 1.3	Public service announcements are tested		
LED 1.0	Integrated LED destination signs change messages with route, GPS, and calendar		

PROJECT MANAGEMENT

Passio's Project Manager will have multiple responsibilities, but first and foremost their role is to manage the resources to meet project milestones and communicate with your agency's team. The project manager is the focal point, they are the primary contact for both Passio resources and our customer. By having a clear 'chain of command' we are able to effectively avoid confusion, uncertainty, and mixed instructions that can occur in a complex deployment.

We also understand that the project manager is only as strong as the processes they use and the team behind them. The project manager is constantly reporting to the executive sponsor at Passio to ensure that all resources needed are available, and if issues arise, they can be escalated and quickly resolved. For complex deployments, an assistant project manager is also assigned. This person works side by side with the PM to support them and step in if a substitution is needed in rare cases. Each of the teams at Passio (equipment setup, configuration, customer acceptance testing) are assigned team leads, and these leads report to both the assistant and senior project manager.

Quality Assurance and your agency's Goals are one in the same from the standpoint of project management. Several key components and stages are used to ensure quality, and those stages are based on the stated objectives for the project, as well as Passio's focus on excellence for each project deployment.

Your dedicated Passio Project Manager provide access to our collaborative online project management website (Monday.com). Your new implementation will have a customized project board where you and your staff can see real-time progress, make comments, and participate in the plan with our project team.

This overview represents our typical requirements and tasks for agencies implementing Passio solutions. These are subject to change based on your finalized project details and solutions.

Project Initiation

- Send notice to proceed and issue purchase order
- Provide location data for installation and identify vehicle availability

Project Planning

- Attend kickoff call and review scope, project schedule, milestone confirmations process
- Attend weekly project meetings scheduled and coordinated by Passio Implementation Team
- Complete configuration forms provided by Passio
- Identify key staff members requiring access to the system and provide to Passio
- Review, approve, disapprove, or make recommendations to the project schedule and work plans and equipment and materials submittals within five working days after submittal
- Confirm installation plan provided by Passio

Project Execution & Installation

- Schedule installation and coordinate shipping with Passio for equipment and spare parts
- Confirm receipt of all incoming shipments
- Provide space to store parts and associated equipment for a maximum of seventy-two hours prior to installation. No material, tools, labor, or facilities will be furnished by your agency unless otherwise provided for in the solicitations.
- Coordinate availability of vehicles and facilities, and interaction with the installation team
- Provide access to vehicles in accordance with Passio's approved schedule that assures no disruption to the delivery of transit service.

Project Monitoring & Controlling

- Complete customer installation acknowledgement
- Provide feedback during field testing to enhance the utilization of the system
- Participate with Passio in the performance of a design and initial operations test no later than one week after commencement of system operation in revenue service
- Identify a minimum of two contacts for system coordinator training. They will coordinate troubleshooting efforts and implement support items when remote support is initiated
- Coordinate training schedule for initial system training, and additional training as needed

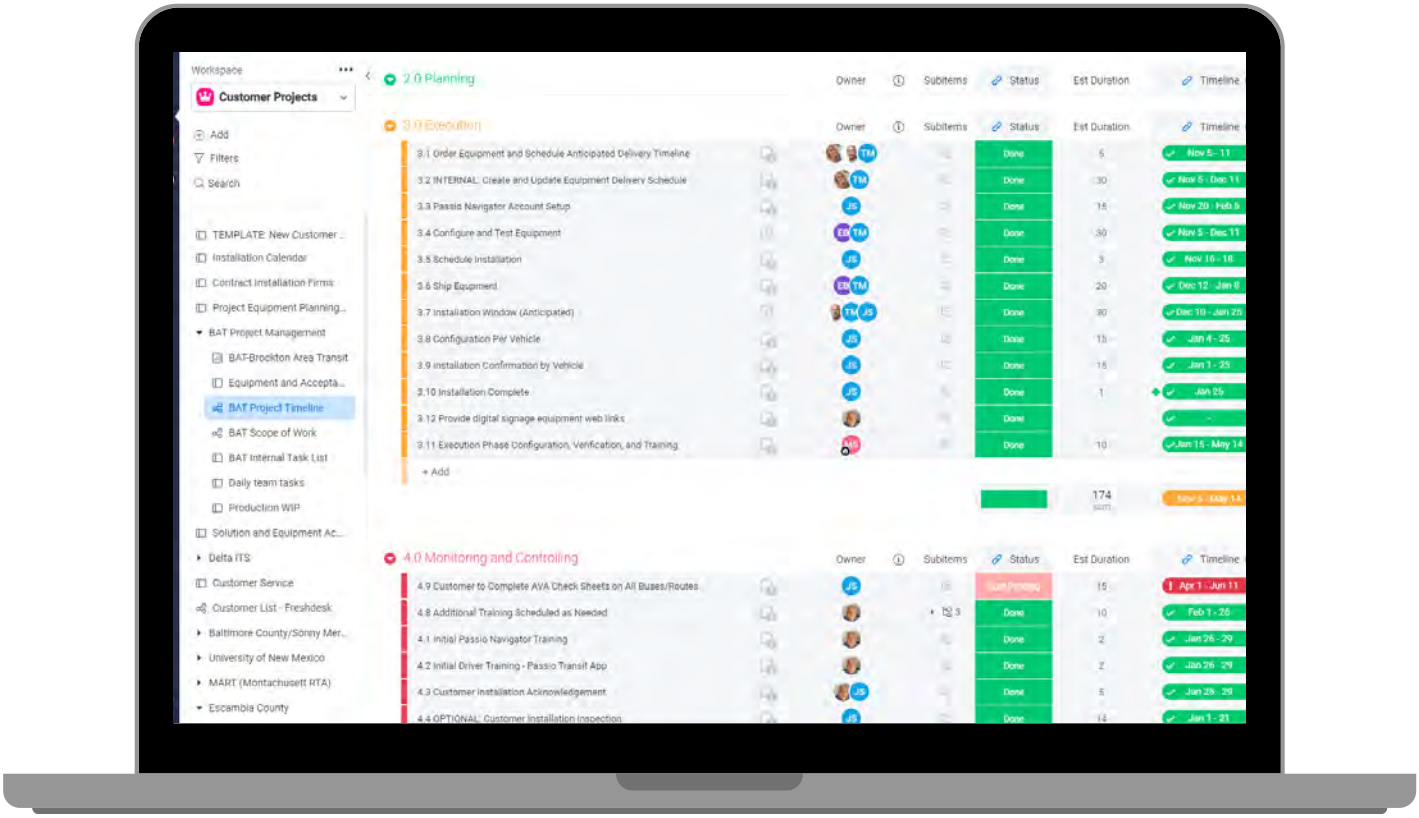
Project Closing

- Participate with Passio in the performance of a final acceptance test no later than two weeks after the contractor has released the completed system (all vehicles and supporting infrastructure) for operation in revenue service.
- Review and retain installation documentation
- Attend training and review of operational items
- Meet with Passio's Implementation and Customer Success Teams for final handoff

TOPEKA METRO

PASSIO TECHNOLOGIES

COLLABORATIVE (SHARED) CLIENT PROJECT MANAGEMENT EXAMPLE:



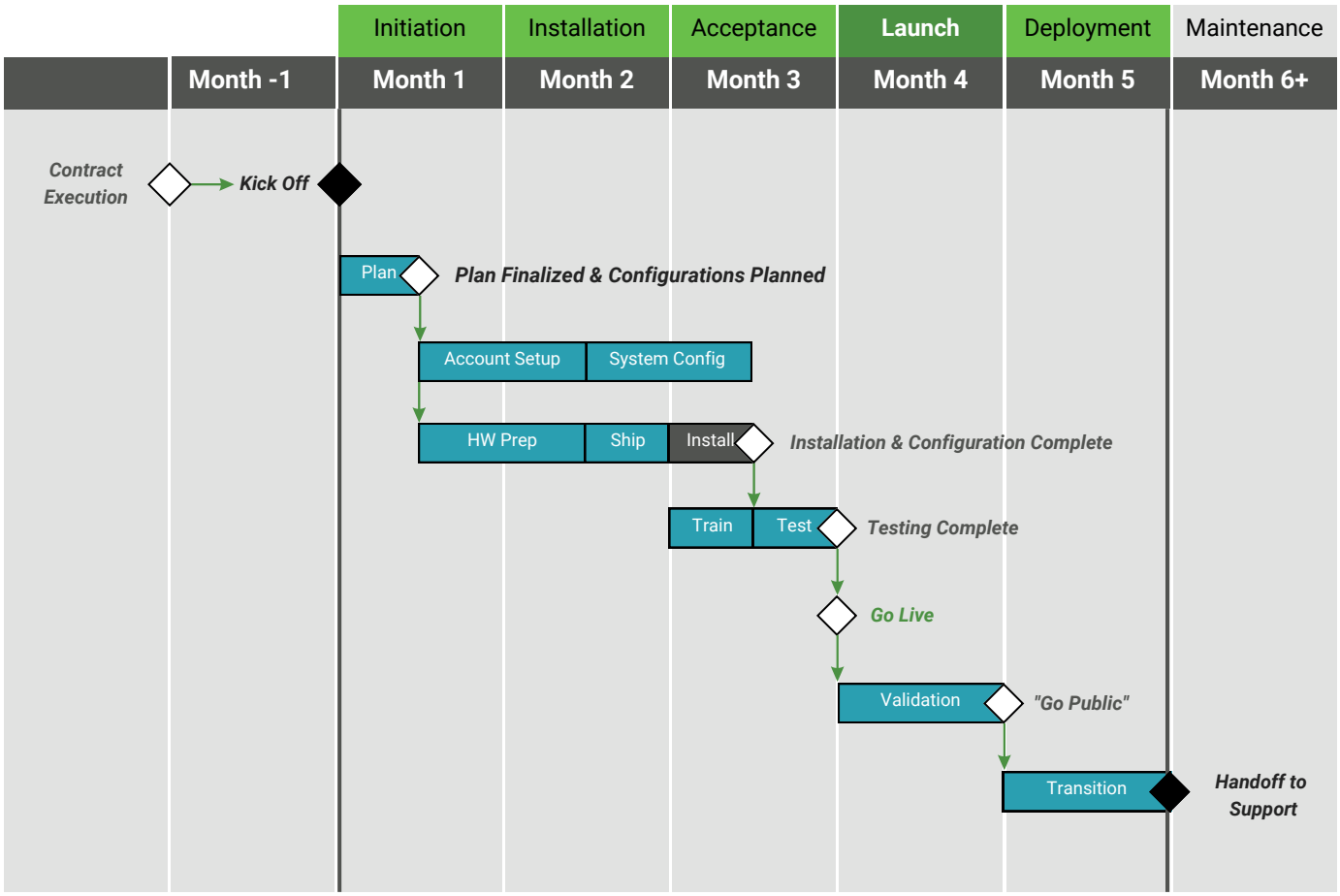
Your dedicated Passio Project Manager will keep you updated on each step of planning, installation, implementation, and training using our collaborative online project management website. Each Passio customer will have a dedicated project board where they can see progress, make comments, and participate in the plan with our project team

PROJECT SCHEDULE

PASSIO TECHNOLOGIES

PASSIO IMPLEMENTATION SCHEDULE SNAPSHOT

Shown below is a snapshot of our sample schedule overview of a typical ITS installtion. Your dedicated Passio Project Manager will keep you updated on each step of planning, installation, implementation, and training using our collaborative online project management website. Each Passio customer will have a dedicated project board where they can see progress, make comments, and participate in the plan with our project team.



The final detailed schedule timeline with milestones/tasks will be documented and approved by both parties during Contract and Planning Phases. Passio will share this dynamic online schedule with selected agency staff for real-time access and influence over tasks and milestones during the implementation process. These project tasks will be implemented by a Senior Project Manager, Systems Engineer, Customer Success Supervisor, Account Manager, and a Passio Installation Technician.

Topeka Metropolitan Transit Authority
Passio ITS Project & System Implementation Timeline

Technology for Buses

Listed below is a snapshot of our proposed schedule built in our project management software (Monday.com).
Passio will share this dynamic schedule with selected METRO staff for real-time access and influence over tasks and milestones during the implementation process. Final schedule timeline and milestones will be documented and approved by both parties during Contract and Planning Phases. A delay in the Notice to Proceed may impact any dates on this schedule and items noted below with METRO will require your team's participation in order to adhere to the timeline.

If any hardware integration is required for this scope of work, Passio may provide an onsite engineering evaluation and inspection of existing onboard hardware as part of our "Implementation Planning Phase" (pricing available upon request). This process will determine the compatibility of existing hardware within the proposed Passio ITS framework. We have found that while most integrations can be accomplished, depending upon the results of our inspection, the anticipated timeline may require adjustment.

Initiation (Week 1 - Week 4)

Name	Status	Start	End	Target Date	Task Type
Notice to Proceed and PO Issued	Pending				Critical Path
Handoff from Sales to Project Implementation Team	Pending				Normal
Schedule Kickoff Call	Pending				Normal
		Wk 1	Wk 4		

Planning (Week 4 - Week 10)

Name	Status	Start	End	Target Date	Task Type
Conduct Kickoff Call					
Subitems **Name**					
1. Determine all key stakeholders, contact information, and roles					
2. Set Weekly update call schedule	Pending				Milestone
3. Scope discussion for project implementation					
4. Review project timeline					
5. Vehicle availability discussion					
6. Discuss any potential barriers to success					
Clarify Outstanding Issues	Pending				Normal
Pre-Install Vehicle Engineering Audit (onsite if applicable)	Pending				Critical Path
Passio to send customer configuration forms and instructions	Pending				Normal
Schedule Weekly or Bi-weekly Project Progress Meetings	Pending				Normal
Project Schedule: update and customize	Ongoing				Normal
Vehicle and Solution Specific Installation Discussions	Pending				Normal
METRO to Provide Account Updates and Information As Needed	METRO				Critical Path
Send Equipment List and Specifications to METRO	Pending				Normal
Create Wiring Diagrams for the project	Pending				Normal
Passio to send wiring diagrams to METRO	Pending				Normal
Design and Configuration Feedback provided by METRO	METRO				Normal
Design and Configuration					
Subitems **Name**					
Create Wiring Diagrams and system Design Doc	Pending				Milestone
Review System Design Doc with METRO					
METRO to Confirm Installation Plan Provided by Passio	METRO				Critical Path
		Wk 4	Wk 10		

Hardware Related Activities (Week 4 - Week 8)

Name	Status	Start	End	Target Date	Task Type
Complete a Review of Existing Hardware and Identify Any Rewire Items	N/A				Critical Path
Equipment Setup & configuration per scope	N/A				Normal
		Wk 4	Wk 8		

Execution (Week 10 - Week 16)

Name	Status	Start	End	Target Date	Task Type
Order Equipment and Schedule Anticipated Delivery Timeline	N/A				Critical Path
Generate Hardware Picklist	N/A				Normal
Passio Navigator Account Setup or Updates					Normal
Subitems **Name**					Normal
Create Navigator Account					Normal
Add in Solutions					Normal
Add Vehicles	N/A				Normal
Add Drivers					Normal
Add Stops					Normal

Create Routes					Normal
Create AVA/LED Audit Form (if applicable)					Normal
Determine Installation Window	N/A				Normal
Configure and Test Equipment	N/A				Normal
Schedule Installation	N/A				Normal
Ship Equipment	N/A				Critical Path
Add Installation to Passio Installer App & Calendar	N/A				Normal
Mini Fleet Pilot Test Initialization	N/A				Milestone
Create and Update Routes if Applicable	N/A				Normal
Activate Customer Access to Navigator	N/A				Normal
Conduct Route Review If Applicable	N/A				Normal
Configuration Per Vehicle (onsite)					Normal
Subitems **Name**	N/A				Normal
3.8.1 Execution Phase Configuration, Verification, and Training (ons					Normal
3.8.2 APC Configuration (onsite if applicable)					Normal
Installation Confirmation by Vehicle (onsite)	N/A				Normal
Onsite Installation Complete (onsite)	N/A				Normal
Mini Fleet Pilot Test Complete	N/A				Normal
Onsite Fleet Installation and Maintenance Training	N/A				Milestone
Send Spare Parts per Contract (if applicable) and Confirm Receipt	N/A				Normal
		Wk 10	Wk 16		

Monitoring and Controlling (Week 16 - Week 20)

Name	Status	Start	End	Target Date	Task Type
Confirm All Account Settings/Solutions Are Accurate and On	N/A				Normal
Initial Passio Navigator Training (remote)	N/A				Normal
Initial Driver Training - Passio Transit App (remote)	N/A				Normal
Customer Installation Acknowledgement	N/A				Critical Path
Notify Accounting to Update the Account Solutions	N/A				Normal
Test APC Count Accuracy	N/A				Normal
Testing and Go-live Readiness Period	N/A				Milestone
Passio Proactive Focused Monitoring Period	N/A				Normal
Marketing, Communications, and Social Media Information Shared as Needed	N/A				Normal
Training Scheduled As Needed (onsite if applicable)					Normal
Subitems **Name**					Normal
4.8.1 Maintenance Training (onsite if applicable)	N/A				Normal
4.8.2 Navigator Refresher Training (onsite if applicable)					Normal
4.8.3 Train the Trainers - Passio Transit (onsite if applicable)					Normal
		Wk 16	Wk 20		

Launch - Go Live and Phase 1 Acceptance (Week 18 - Week 22)

Name	Status	Start	End	Target Date	Task Type
Pre Launch Full Deployment "non-public go live" date	N/A				Milestone
Official Go Live Date - Public (onsite if applicable)	N/A				Milestone
Two Weeks Deep Monitoring	N/A				Normal
Reports Review	N/A				Normal
Onsite Implementation Verification (if applicable)	N/A				Normal
		Wk 18	Wk 22		

Closing (Week 22 - Week 24)

Name	Status	Start	End	Target Date	Task Type
Handoff from Implementation to Customer Success	N/A				Normal
Customer Success Team Interaction - Post Launch	N/A				Normal
Customer Configuration training - customer request	N/A				Normal
Onsite ITS Health Checkup Scheduling (quarterly if applicable)	N/A				Normal
Delete test/training data at customer request	N/A				Normal
Lessons Learned Notes	N/A				Normal
		Wk 22	Wk 24		

30-60 days after Go Public (onsite if applicable)
6-month ITS Health Check (onsite if applicable)

These project tasks will be implemented by a Senior Project Manager, Systems Engineer, Customer Success Supervisor, Account Manager, and a Passio Installation Technician.

Payment Milestones

Below are the payment milestones requested by Passio that are used as a basis for our agreement to similar contracts. While we prefer to adhere to the payment schedule indicated below, Passio is open to discussing and adjusting payment milestones as needed during contract negotiation.

PASSIO PAYMENT MILESTONES

SOFTWARE: SETUP AND LICENSES

MILESTONE:	**Contract Signature and/or Purchase Order Issued**
	20% Full Project Software Setup Fees Billed
	20% All Vehicle License Fees Billed
MILESTONE:	**Access to Software (Typically within first 30 days or less)**
	50% Full Project Software Setup Fees Billed
	50% All Vehicle License Fees Billed
MILESTONE:	**Go Live Date**
	30% Full Project Software Setup Fees Billed
	30% All Vehicle License Fees Billed

EQUIPMENT & INSTALLATION

MILESTONE:	**Equipment received at client location**
	50% Equipment Costs Billed
	Invoices will include Vehicle Asset Number for each equipment component shipped.
MILESTONE:	**Equipment Installed and Communication Confirmed**
	50% Equipment Costs Billed
	Vehicle Installation Fees Billed by Vehicle as completed. Trip fees billed when customer requires trips outside initial installation plan.

RECURRING FEES

MILESTONE:	**Go Live Date Plus One Week**
	100% Recurring Fees (Monthly or Annual)

ESTIMATED MANPOWER ALLOCATION

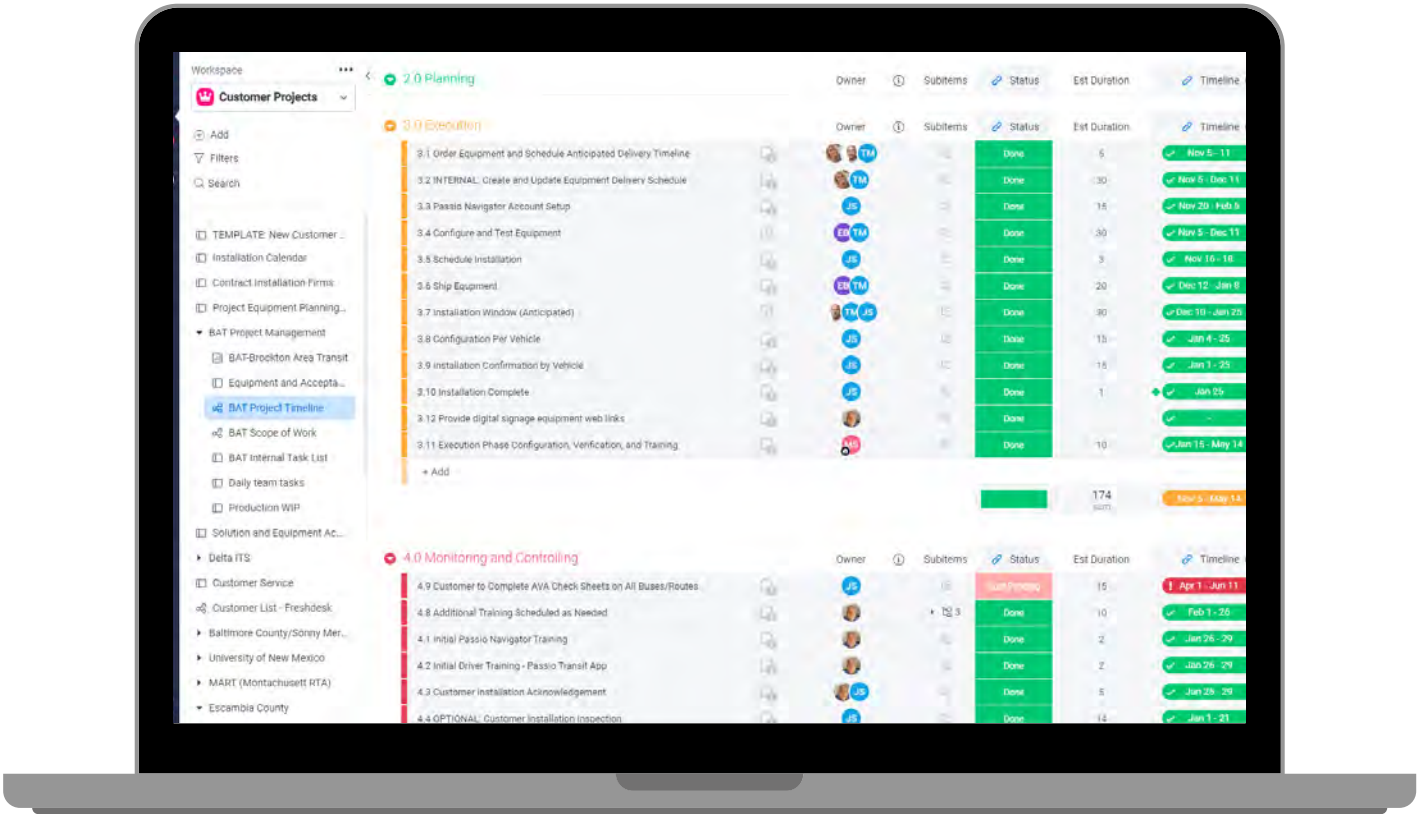
Below is an estimated manpower allocation schedule for each staff classification which corresponds to each major task/milestone in the Project Schedule. The staffing plan listed below covers the scope of work outlined by your agency and quoted in this proposal.

	SENIOR PROJECT MANAGER	DIRECTOR OF OPERATIONS	PROJECT MANAGER	IMPLEMENTATION CONSULTANT	IMPLEMENTATION COORDINATOR	INSTALLATION COORDINATOR	INSTALLATION TECHNICIAN	TRAINING & IMPLEMENTATION MGR	SR MGR, CUSTOMER EXPERIENCE	CUSTOMER SUPPORT MANAGER
Initiation (Week 1 - 4)	✓	✓	✓		✓					
Planning (Week 4 - 10)	✓	✓	✓	✓	✓	✓				
Hardware (Week 4 - 8)	✓	✓	✓		✓	✓				
Execution (Week 10 - 16)	✓	✓	✓		✓	✓	✓			
Monitoring (Week 16 - 20)	✓	✓	✓	✓	✓	✓	✓	✓		
Launch (Week 18 - 22)	✓	✓	✓	✓	✓			✓	✓	
Closing (Week 22 - 24)	✓		✓	✓	✓			✓	✓	✓

TOPEKA METRO

PASSIO TECHNOLOGIES

COLLABORATIVE (SHARED) CLIENT PROJECT MANAGEMENT EXAMPLE:



Your dedicated Passio Project Manager will keep you updated on each step of planning, installation, implementation, and training using our collaborative online project management website. Each Passio customer will have a dedicated project board where they can see progress, make comments, and participate in the plan with our project team

TRAINING: PASSIO UNIVERSITY

OUR COMPREHENSIVE TRAINING IS HAND-TAILORED FOR EACH TYPE OF SYSTEM USER INCLUDING MAINTENANCE TECHNICIANS, OPERATORS, DISPATCHERS, SUPERVISORS, AND SYSTEM ADMINISTRATORS. CUSTOMERS WITH PURCHASED PRODUCTS AND SERVICES WILL RECEIVE TRAINING THROUGH OUR PASSIO UNIVERSITY CURRICULUM.

PASSIO TECHNOLOGIES

Passio uses electronic media and hosted webinars to provide documentation and training to our customers. All customers are provided access to:

- Passio University training documents
- FAQs
- Knowledge base articles
- Powerpoint presentations
- Videos for their appropriate solutions
- Training session webinar recordings

Passio University training is delivered remotely at no additional cost to our customers. Our customers have unlimited access to training materials and additional training time can be scheduled with our staff as needed. Custom or non-standard remote training may incur additional hourly fees, and on-site training is available at an additional cost, plus travel expenses.

The following training is included for all customers with purchased products and services. Note that some of these modules will not be required based on solutions selected by the agency.

Training Modules

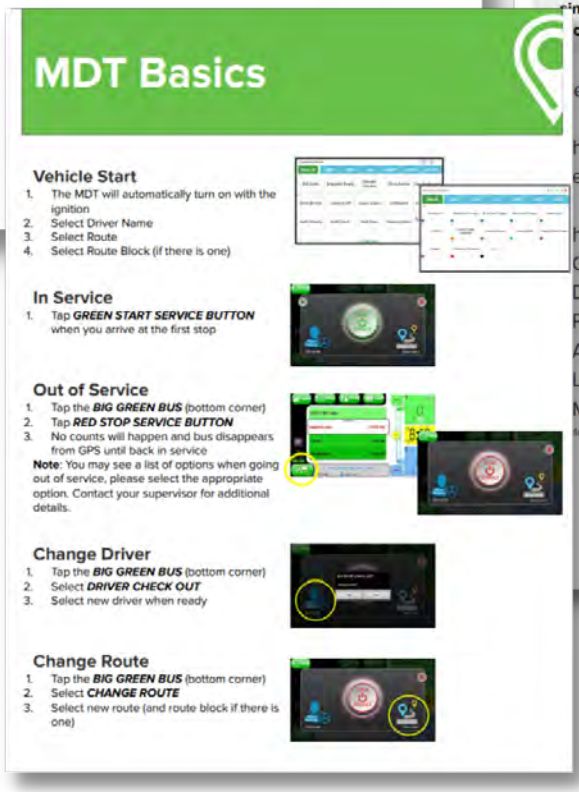
T101 Hardware Maintenance and Installation Training (2 Hours)

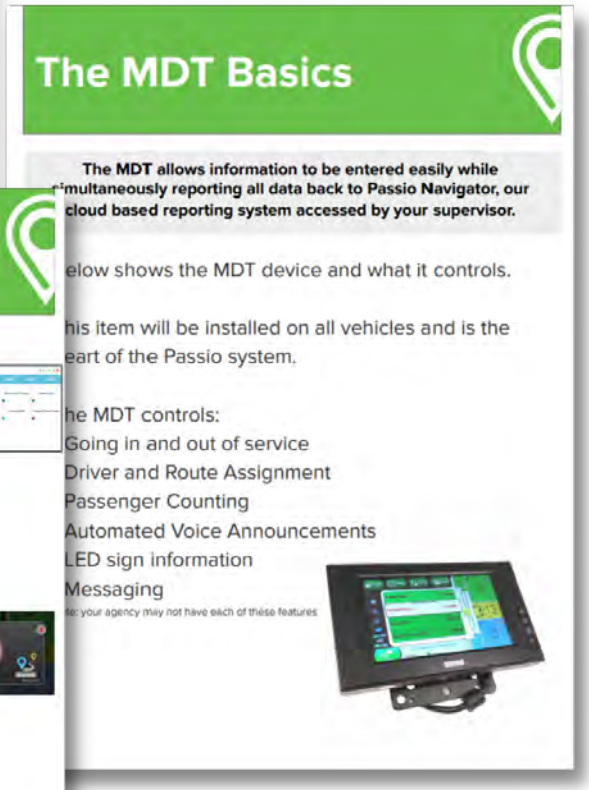
- Passio support process
- Wiring and installation overview
- Hardware testing and management
- Cleaning and general maintenance procedures
- Alignment and calibration procedures
- Accessing on board data

T-102 Driver Training (45-90 Minutes per Session)

- Driver/Operator
  - Mobile Data Terminal Operation
  - Operator Sign-On Procedures
  - Route Status – In/Out of Service
  - Driver Status – Check In/Check Out
  - System Explanation – general overview of system operations and important actions
  - Safety Overview – reinforce interaction with MDT only when it can be done safely
  - Passenger Counting Procedures (training tailored to specific system requirements)
- Electronic Passenger Counting
- Automatic Passenger Counting
- Gateway™ Card Tap & Swipe (if required)
  - Advanced MDT Features (training tailored to specific system requirements)
- Passenger Types
- Group Counts
- Passenger Load Management
- Operator Initiated Voice/LED Announcements
- On Time Indicators/Schedule Management Tools
  - Incident Reporting and Messaging (training tailored to specific system requirements)
- Record an Incident
- Send an incident
- Retrieve Messages
- Respond to Messages
  - System Monitoring (training tailored to specific system requirements)
- GPS, WEB
- APC
- LED SIGNS
- Messaging Module Only (Automated Voice Announcements and GPS Enable LED Signs)
- MDT Operation in Controller Mode
- Changing Stops without Triggering Announcements
- Operator Initiated Announcements
  - Troubleshooting
- Confirm passenger count uploads, GPS activity, and connected peripherals
- Resetting Mobile Data Terminal
  - On Site Training (Provided in addition to the above components)
- Observation and correction of operators using each section in training mode
- Review of training components on board vehicle

T102 Training Material Examples

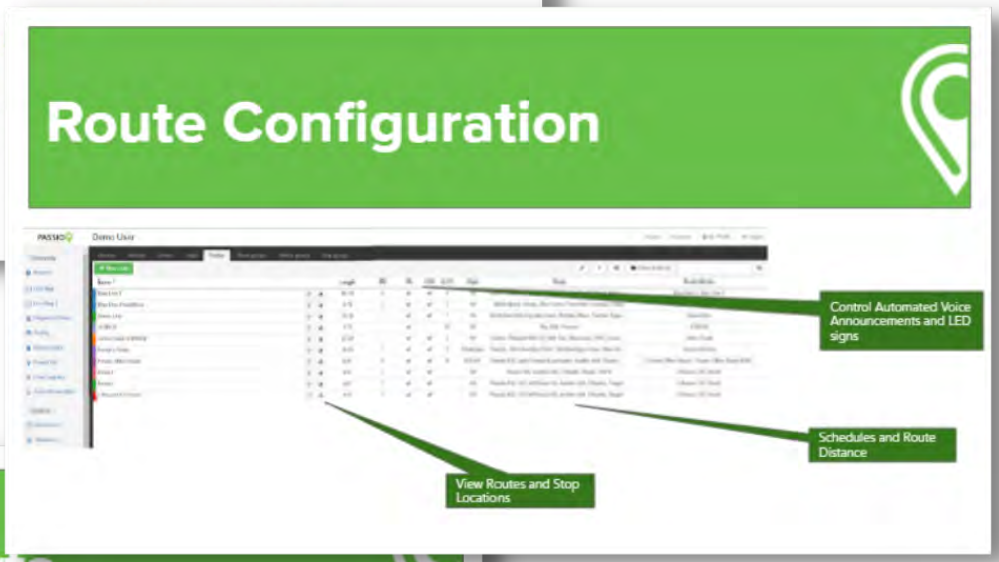


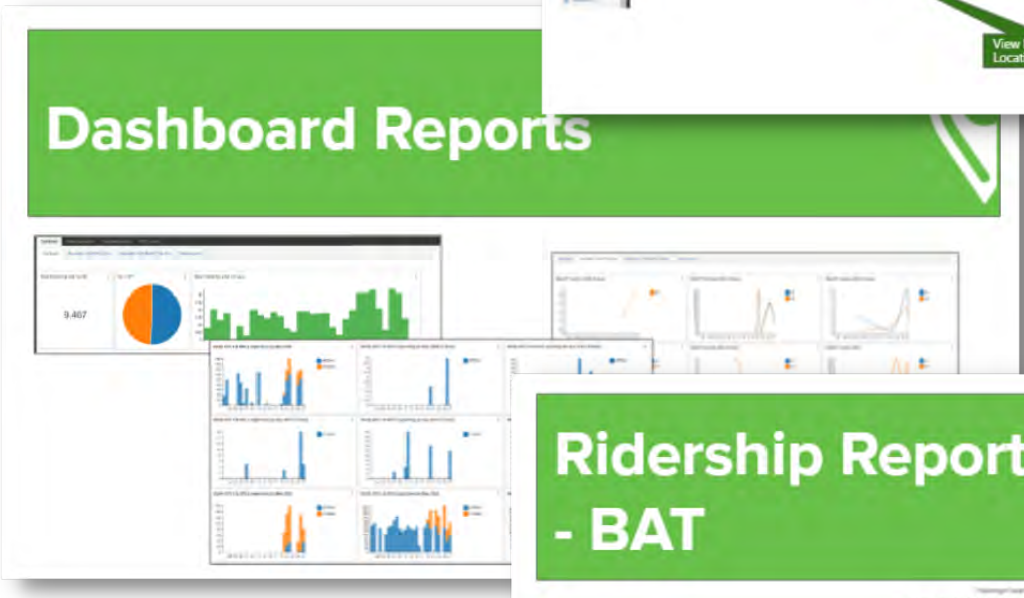


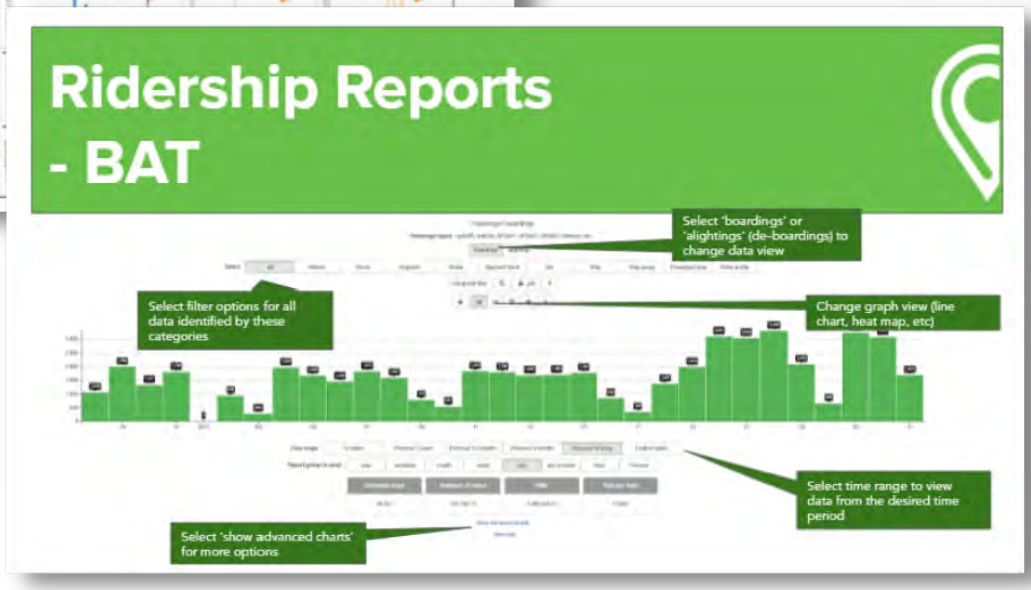
T103 Dispatcher Training (1.5 Hours)

- Passio Navigator™ Reports Module
- Dynamic Ridership Reports to review activity in real time
- Boundary & Speed Reports – vehicle activity reporting
  - On Time Reports – schedule performance reports
  - Passio Navigator™ Live Map – live vehicle activity
  - Passio Navigator™ Dispatch & Messaging – originate messages and track responses
  - Passio Navigator™ Incident Log – incident activity types, reasons, and reporting options
  - Passio Navigator™ System Alerts – set and update alerts
  - Passio Navigator™ System Configuration
- Add drivers
- Update LED and AVA MessagingAssign/Unassign Vehicles to Routes
- Passenger Counting Reports
- Dynamic Ridership Reports - creation and downloading of raw data for internal analysis
- Dashboard Reports – create, save, and share tailored reports
- National Transit Database Reporting
- GPS/AVL: Operational Reporting
- Boundary and Speed Reports
- On Time Reports
- GPS/AVL Live Map
- View/Show Stops, Routes, and System Information

T103 Training Material Examples







PASSIO UNIVERSITY
INTELLIGENT TRANSIT TECHNOLOGY

PASSIO TECHNOLOGIES

Passio GO General Training

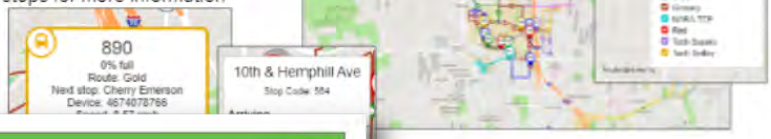
Learn how to update Passio GO information using Passio

Navigator Live Map

View live map of all vehicles and routes using Passio Navigator.

Customize your view of routes, vehicles, and more

Click on routes or stops for more information



Passio GO Basics

The Passio GO app is available on the AppStore and the Google play store for free to all riders.

The app offers vehicle tracking, real time information, route & stop details, messaging, and more.

The agency page is branded specifically to our client

Available on the App Store

GET IT ON Google Play

Passio GO Messages

New messages show a "new" red box

Messages will always be on the right bottom of the screen

T201 Supervisor Training (1.5-2 Hours)

- T-101 Operator Training
- Performing Software Updates
- Procedures for Updating Configuration Settings on Mobile Data Terminal
- Backup Procedures for Data Upload
- Troubleshooting and System Management Indicators
- Managing feedback from Operators
- Communication Processes to Passio for Reporting Support Items
- Passio Navigator™ Integrated Functions (If Required)

T202 System Administrator & Reporting Training (1.5-2 Hours)

Appropriate for supervisors, managers, and staff support. A follow up refresher course is recommended 30-60 days after the system is in operation. Passio provides additional training for major software upgrade releases or system operations changes.

- Using Replay Mode
  - Dispatch & Messaging
  - Incident Log Management and Downloading
  - Driver Timesheet Module
  - Alerts Configuration Profile Management

T203 Adding and Editing Routes, Stops, Drivers, Vehicles (1.5-2 Hours)

Configuration training will be conducted 60-90 days following the GO Live date. This gives our team the opportunity to ensure consistent behavior and optimal functionality of your system before handing management over to your team.

- Automated Voice Announcements (AVA) Configuration & Management
- LED Sign SmartSense™ Display Configuration & Management
- Passio Gateway™ Card Management and Demographics Reporting
- Documentation and support available for end users (user guide)
- Passio Navigator™ Integrated Functions for TransLoc (if required)
- TransLoc AVL Training (Additional 60 Minutes if Required)

Passio Expertise & Recommendations

The Passio executive project team has over 125 years of combined experience implementing transportation solutions by partnering with over 250 agencies. Our extensive experience with multiple modes of transit operations and varying methods of service, allows us to serve as subject matter experts if desired. We can help formulate best practices, targeted operational plans, and processes to improve operations. Successful reporting and management focuses on evaluating trends that can be analyzed using Passio software.

Passio University Training Staff

MICHAEL CIVITELLI

SENIOR PROJECT MANAGER

For over 20 years, Michael has worked in the transit industry managing new projects and clients. His specialty is client communications. Michael is a member of the Project Management Institute, has a B.A. from the State University of New York and attended the Executive Leadership Program at Seattle University.

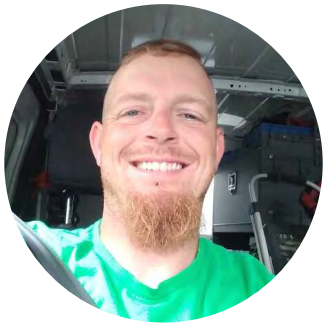
michael.civitelli@passiotech.com
(678) 825-3456 x124

COURTNEY HALL

TRAINING AND IMPLEMENTATION MANAGER

Courtney functions as our Training & Client Care Specialist, with almost 20 years of experience working directly with clients to create the best experience possible. She makes it a daily goal to ensure they are taken care of in a quick and positive way, making it her priority that they have the best Passio experience possible.

courtney.hall@passiotech.com
(678) 825-3456 x 116



WAYNE MANIS

HEAD INSTALLER

Wayne has been installing for Passio Technologies since 2019. He has been in working with GPS device installation and providing hands-on technical support since 2005.

wayne.manis@passiotech.com
(678) 825-3456

8.6 SUBCONTRACTORS & DBE PARTICIATION

STATEMENT OF GOOD FAITH

Passio Technologies, LLC is always looking for avenues to partner with DBE groups in our solutions. After operating for over 12 years, we have found there have not been many avenues to utilize DBEs in our devices, solutions, transit intelligence and installations. We have considered DBE groups to service the wiring in the vehicles, though this then requires us to come back with another team to finish the installation and configuration of devices. This is an additional cost that has not been well received in previous years.

In the past, we attempted to work with a DBE group, ESP Enterprises, which is a certified installation team located in Texas. They were only able to complete the wiring and not the full installation required for our MDTs and other solution-critical devices. Other DBE groups we've contacted have given us the same answer: they can do the wiring, but not the actual installation.

Passio continues to look at ways to include the DBE groups in our installation, though our devices and programming are designed to fit our proprietary solutions. This makes outsourcing the installation process to another organization difficult and cumbersome for all involved.

For these reasons, we respectfully state we cannot meet the 1.62%; DBE requirement and appreciate your understanding as we continue to seek opportunities to include DBE businesses.

8.7 ATTACHMENTS

ACKNOWLEDGEMENT

Corporation

STATE OF) Georgia
)
COUNTY OF) Fulton
)

I, Lucy Stanback Lee, a Notary Public in and for said County, in the State aforesaid, do hereby certify that Mitch Skyer, and _____, of Passio Technologies, LLC (a corporation),

who are each personally known to me, appeared before me this day in person and severally acknowledged that they signed, sealed and delivered the foregoing instrument as their free and voluntary act as officers of the corporation identified above as the Proposer, and as the free and voluntary act of said corporation, for the uses and purposes therein set forth.

Given under my hand and notary seal, this 21 day of November, 2023.

My Commission Expires:

January 6, 2027

Lucy Stanback Lee
Notary Public

(SEAL)

ACKNOWLEDGEMENT OF ADDENDA

The following form shall be completed and included in the proposal. Failure to acknowledge receipt of all addenda may cause the proposal to be considered unresponsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the Proposal. Make copies of this form if more than five (5) addenda were issued.

ACKNOWLEDGEMENT OF ADDENDA

The undersigned acknowledges receipt of the following addenda to RFP TM-24-01:

Addendum Number 1 Dated: November 17, 2023

Addendum Number 2 Dated: November 17, 2023

Appendix 1 Dated: October 30, 2023

Appendix 2 Dated: October 30, 2023

Q&A 1 Dated: November 17, 2023

Q&A 2 Dated: November 28, 2023

Proposer Passio Technologies, LLC

Street Address 6100 Lake Forrest Dr

Street Address Ste 410

City, State, Zip Code Atlanta, GA 30328

Authorized Signature Mitch Skyer

Name Mitch Skyer

Title President & Co-Founder

Telephone Number (678) 825-3456 x106

Facsimile Number (FAX) (866) 633-9504

E-Mail Address sales@passiotech.com

BUY AMERICA CERTIFICATION

Proposer will certify either compliance or non-compliance, not both. This certification must be submitted with the proposer's response.

Certificate of Compliance with 49 USC 5323(j)

The bidder hereby certifies that it will meet the requirements of 49 USC 5323(j), and the applicable regulations in 49 CFR Part 661 and any amendments thereto.

Signature: Mitch Skyer

Name & Title: Mitch Skyer, President & Co-Founder

Company: Passio Technologies, LLC

Date: November 20th, 2023

Certificate of Non-Compliance with 49 USC 5323(j)

The bidder hereby certifies that it cannot comply with the requirements of 49 USC 5323(j) and 49 CFR 661.5, but it may qualify for an exception pursuant to 49 USC 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 CFR 661.7.

Signature: _____

Name & Title: _____

Company: _____

Date: _____

DISADVANTAGED BUSINESS ENTERPRISES (DBE) CERTIFICATION

This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. Metro's overall 2022-2024 goal for DBE participation is 1.62%; the race neutral goal is 1.25%, and the race conscious goal is 0.37%. There is no contract goal for this procurement.

The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Metro deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from Metro.

The contractor may not hold retainage from its subcontractors.

The contractor must promptly notify Metro, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of Metro.

Signature: Mitch Skyer

Name and Title: Mitch Skyer, President & Co-Founder

Company Name: Passio Technologies, LLC

Date: November 20th, 2023

FLY AMERICA CERTIFICATION

The Contractor agrees to comply with 49 U.S.C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and sub-recipients of Federal funds and their contractors are required to use U.S. Flag air carriers for U.S Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. The Contractor agrees to include the requirements of this section in all subcontracts that may involve international air transportation.

Signature: Mitch Skyer

Name and Title: Mitch Skyer, President & Co-Founder

Company Name: Passio Technologies, LLC

Date: November 20th, 2023

LOBBYING CERTIFICATION

The undersigned contractor certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. See 49 CFR 20.100.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 USC. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure. [Note: Pursuant to 31 USC 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure. See 49 CFR 20.400.]

The undersigned contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 USC 3801, et seq, apply to this certification and disclosure, if any.

Signature: Mitch Skyer

Name and Title: Mitch Skyer, President & Co-Founder

Company Name: Passio Technologies, LLC

Date: November 20th, 2023

NON-COLLUSION CERTIFICATION

This is my sworn statement to certify that this proposal was not made in the interest of or on behalf of any undisclosed entity. This proposal is not collusive.

This proposer has not been a party to any agreement or collusion in restraint of freedom of competition by agreement to bid a fixed price, to refrain from bidding, or otherwise. This proposer has not, directly or indirectly, by agreement, communication or conference with anyone, attempted to induce action prejudicial to the interest of Topeka Metropolitan Transit Authority, or of any proposer, or anyone else interested in the proposed contract.

Signature: Mitch Skyer

Name and Title: Mitch Skyer, President & Co-Founder

Company Name: Passio Technologies, LLC

Date: November 20th, 2023

POWER OF EXECUTION

Authorization of Bidder

The undersigned, an President & Co-Founder of
(officer, partner, proprietor, etc.)

Passio Technologies, LLC,
(name of company)

a Limited Liability Company
(corporation, partnership, proprietorship)

having its principal office or registered agent at 6100 Lake Forrest Dr Ste 410, Atlanta, GA 30328 hereby certifies that the Company has duly authorized by appropriate action and/or hereby does

nominate, constitute, appoint and authorize Mitch Skyer
(name of individual signing document)

with full power to act alone, on behalf of
(alone or in conjunction with another person)

Passio Technologies, LLC,
(name of company)

and thereby to make, execute, seal and deliver on its behalf as CONTRACTOR and as its act and deed any and all proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments. Such proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments shall be binding upon said company as fully and to all intents and purposes as if such instruments had been duly executed, acknowledged and delivered by the authorized officers of the company when executed, by the aforementioned person(s).

Passio Technologies, LLC
Company

Mitch Skyer
Signature, Title

November 20th, 2023
Date

ATTEST:

Lucy Stanback Lee
Notary Public (if proprietorship)
Secretary of Corporation (if corporation)
Partner (if Partnership)

PROPOSAL CHANGE REQUEST

Complete this form for each condition, exception, reservation, or understanding (i.e., change) in the proposal. See PROPOSAL SCHEDULE, page 5 of this RFP, for the due date of all requested Proposal Changes.

Change Number _____

Proposer _____

RFP Number – TM-24-01 Page: _____ Section: _____

Metro's Current Requirement:

NOT APPLICABLE

Proposer's Requested Change:

SUSPENSION / DEBARMENT CERTIFICATION

In regard to 2 CFR Parts 180 and 1200

In accordance with 2 CFR Parts 180 and 1200, the contractor is required to verify that none of its principals or affiliates:

1) is included on the federal government's suspended and debarred list;
2) is proposed for debarment, declared ineligible, voluntarily excluded or disqualified;
3) within three years preceding this proposal, has been convicted of or had a civil judgment rendered against them for (a) commission of fraud or criminal offense pertaining to performing a public transaction, (b) violation of any federal or state antitrust statute, or (c) embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
4) is indicted or charged by a governmental entity for any of the charges in 3) above; and
5) has had any public transaction terminated for cause or default within three years preceding this proposal.

The contractor is required to include this requirement in any subcontracts related to this contract.

By signing and submitting its proposal, the proposer certifies that the certification in this clause is a material representation of fact relied upon by Metro. If it is later determined that the proposer knowingly rendered an erroneous certification, in addition to remedies available to Metro, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The proposer agrees to verify that none of its principals or affiliates is included on the federal government's suspended and debarred list at any time throughout the period of this contract. The proposer further agrees to include a provision requiring the same compliance in its subcontracts related to this contract.

Signature: Mitch Skyer

Name and Title: Mitch Skyer, President & Co-Founder

Company Name: Passio Technologies, LLC

Date: November 20th, 2023

THANK YOU

Thank you for taking the time to review our response to your request. Passio Technologies will provide the right team and technology to meet and exceed your expectations. Our advanced transit solutions will impress your riders now and into the future.

If you have any questions, please contact us.

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