INTRODUCTION

Request for Proposals

In this Request for Proposal (“RFP”), the Palos Verdes Peninsula Transit Authority (the “AUTHORITY”) is seeking a Transit Information Technology Firm (“Proposer”) with significant experience and expertise serving Public Transit Agencies to install a Real-Time Passenger Information System in accordance with the Scope of Services described in Attachment 4.

At its meeting on July 26, 2012, the Board of Directors directed Staff to obtain proposals to install a Real-Time Passenger Information System on the PV Transit fleet.

Background

The Palos Verdes Peninsula Transit Authority is a joint-powers authority consisting of the cities of Rancho Palos Verdes, Palos Verdes Estates, and Rolling Hills Estates. Formed in 1991, the Authority provides public transit services to the three member cities and unincorporated areas of the Peninsula.

PV Transit operates seven bus routes throughout the Peninsula that connect residential areas with schools, libraries, commercial areas, and regional bus lines. Service is provided Monday through Friday. Approximately 165,000 passengers ride PV Transit every year. PV Transit started operating Metro Route 225-226 in June 2006. This service provides peak hour service between Redondo Beach and San Pedro and serves major destinations on the Peninsula.

Twenty-seven vehicles are used to provide transit service. All vehicles are powered by alternative fuels (compressed natural gas and propane).

Time Schedule

RFP available to Proposers: September 11, 2012
Last Day for Written Questions: September 24, 2012
Final date for Proposal submission: October 1, 2012
Interviews of Finalists by Review Panel: Tentatively Week of October 8th
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Real-Time Passenger Information System
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Expected Date – Board Selection: October 18, 2012
Engagement Start Date: January 2, 2013
Engagement Completion Date: Ninety days from Engagement Start Date

MINIMUM QUALIFICATIONS

A proposing firm (a “Proposer”) must meet all of the following Minimum Qualifications to the AUTHORITY’s satisfaction to be given further consideration. The Proposer must complete the Minimum Qualification Certification (Attachment 1) substantiating that the Proposer satisfies all Minimum Qualifications and requirements. Failure to satisfy each of the Minimum Qualifications may result in the immediate rejection of the proposal.

1) The Proposer must have been in the transit information technology (“IT”) business serving public transit agencies for at least three (3) years.

2) The Proposer’s primary consultant (ex. project manager) assigned to the AUTHORITY must have a minimum of three (3) years of general IT consulting experience of public transit agencies and must have been employed by Proposer for at least one (1) year.

3) The Proposer must be directly responsible for the management of the account, and all personnel responsible for the account must be employees of the firm.

4) The Proposer must not have a conflict of interest with the AUTHORITY, including, but not limited to, any member of the Authority, Authority staff, or other consultants currently serving the AUTHORITY.

5) The Proposer must provide references of local public transit agencies (minimum five) that can be contacted.

MINIMUM INSURANCE REQUIREMENTS

The selected Consultant must carry the following insurance coverage or must have applied for it by the submission date of the RFP:

Commercial General Liability Insurance

Minimum limits of one million dollars ($1,000,000) for each occurrence and two million dollars ($2,000,000) in the aggregate, combined single limit, for bodily injury, death, loss or property damage resulting from the activities undertaken by the selected Consultant;
Professional Liability

Minimum limit of one million dollars ($1,000,000) per claim and in the aggregate. Said policy or policies shall be issued by an insurer admitted to do business in the State of California and rated in A.M. Best's Insurance Guide with a rating of A:VII or better; and

Workers Compensation

The selected Consultant shall maintain workers compensation insurance in force at all times during the performance of work as required by the law.

At all times during the term of this Agreement, the selected Consultant shall maintain on file with the Authority certificates of insurance showing that the aforesaid policies are in effect in the required amounts. All Minimum Qualifications must be met by October 18, 2012.

INFORMATION AND REQUIREMENTS

General Requirements

In addition to all other restrictions pursuant to laws, Authority members and Staff will accept no entertainment or gifts of any kind from any firm that is a potential candidate for award of the engagement. All proposals must be complete and comply with all of the requirements and specifications of this RFP:

Conditions

If the AUTHORITY is unable to agree to terms and conditions with the Proposer first selected to negotiate with or if the Proposer has not fulfilled all conditions of the RFP at the time of final selection and retention, the AUTHORITY reserves the right to terminate negotiations with that Proposer without undertaking another RFP process, therefore enabling the AUTHORITY to negotiate with another Proposer.

Withdrawal of RFP

The AUTHORITY reserves the right to cancel this RFP at any time, and to reject any and all proposals submitted in response to this RFP, if the AUTHORITY determines such action or actions are in its best interest.

Proposal Applicability

To allow sufficient time for negotiation, all prices and conditions stated in the proposal must be binding on the Proposer for a period of ninety (90) days from the deadline for submission of proposals.
Legal Review

The AUTHORITY expects that all Proposers will agree to be bound by the terms and conditions articulated in this RFP. For this reason, it is strongly recommended that Proposers have the terms and conditions contained herein reviewed with their respective legal counsel and that any Proposer concerns be brought to the AUTHORITY’s attention immediately.

Governing Law

This procurement and any engagement with selected Consultant shall be governed by the regulations of the Palos Verdes Peninsula Transit Authority and the State of California. Submission of a proposal constitutes acceptance of this condition.

Basis for Proposal

Preparation of proposals should be responsive-specific only to questions asked in the RFP and consistent with the instructions provided in the RFP.

Proposer Qualification

The AUTHORITY may make such inquiries as necessary to determine the ability of the Proposer to complete the scope of services described in this RFP to the complete satisfaction of the AUTHORITY. The AUTHORITY reserves the right to reject the proposal of any Proposer for whatever reason it unilaterally deems in the AUTHORITY’s best interest.

Fair Employment Practices/Equal Opportunity Acts

In the performance of this engagement, selected Consultant shall comply with all applicable provisions of the California Fair Employment Practices Act (California Government Code Sections 12940-48) and the applicable equal employment provisions of the Civil Rights Act of 1964 (42 U.S.C. 200e-217), and the Americans with Disabilities Act of 1992 (42 U.S.C. § 11200, et seq.).

Non-Discrimination

Selected Consultant shall not discriminate in the employment of persons engaged in the performance of this engagement on account of race, color, national origin, ancestry, religion, sex, marital status, physical handicap, or medical condition, in violation of any federal or state law.

Terms of Compensation

The selected Consultant will submit invoices monthly for the percentage of work completed in the previous month. AUTHORITY agrees to pay all undisputed invoice
amounts within thirty (30) days of receipt of the invoice. AUTHORITY agrees to use its best efforts to notify selected Consultant of any disputed invoice amounts or claimed completion percentages within ten (10) days of the receipt of each invoice. However, AUTHORITY's failure to timely notify selected Consultant or of a disputed amount of claimed completion percentage shall not be deemed a waiver of AUTHORITY's right to challenge such amount or percentage.

*Independent Contractor*

The selected Consultant is and shall at all times remain, as to the AUTHORITY, a wholly independent contractor. Neither the AUTHORITY nor any of its agents shall have control over the conduct of the selected Consultant or any of the selected Consultant's employees, except as herein set forth. The selected Consultant expressly warrants not to, at any time or in any manner, represent that it, or any of its agents, servants or employees, are in any manner agents, servants or employees of AUTHORITY, it being distinctly understood that the selected Consultant is, and shall at all times remain to AUTHORITY, a wholly independent contractor and Consultant's obligations to AUTHORITY are solely such as are prescribed by this RFP.

*Assignment*

This Agreement shall not be assignable by either party without the prior written consent of the other party.

Notwithstanding the above and with the written consent of the AUTHORITY, the selected Consultant may use the services of persons and entities not in selected Consultant's direct employ, when it is appropriate and customary to do so. However, all personnel responsible for the account (e.g. a project manager) must be employees of the firm.

*Cost of Preparation of RFP*

The AUTHORITY will not pay any costs borne by the Proposer in the preparation of its Proposal, including the costs of printing, demonstrations, negotiations, travel, lodging or other related expenses. All costs for the preparation of the Proposal, including, but not limited to those described above, shall be the responsibility of the Proposer.

*Notification of Withdrawal of RFP*

Proposals may be modified or withdrawn by written notice by an authorized representative of the Proposer delivered to the AUTHORITY prior to the final due date and time specified for Proposal submission.
Right to Reject

The AUTHORITY reserves the right to reject any and all Proposals or any part of any Proposal, to waive minor defects or technicalities, or to solicit new bids on the same project or on a modified project which may include portions of the originally proposed project as the AUTHORITY may deem in its best interest. The AUTHORITY will not be obligated to select the Consultant solely on the basis of any response made to this RFP.

Exceptions to the RFP

The format of the RFP must be followed and all requested information must be submitted as indicated. Proposers must address each of the required sections of this Request for Qualifications. Completeness, clarity and brevity are stressed in the RFP proposal binders. The AUTHORITY is receptive to any additional suggestions pertaining to the Scope of Services, or any alternative methods of completing the work product as described in the RFP. Any exceptions to the RFP terms and conditions must be included in writing in the Proposal.

Interpretations and Addendum

Any Proposer may request a clarification in writing from the AUTHORITY. No interpretation made to any Proposer as to the meaning of the RFP shall be binding on the AUTHORITY unless repeated in writing and distributed as an addendum by the AUTHORITY to all potential Proposers. Responses to requests for interpretations and/or clarification shall be provided in writing by the AUTHORITY.

AUTHORITY Staff Contact

The AUTHORITY Staff contact is:

Martin Gombert, Administrator
Palos Verdes Peninsula Transit Authority
P.O. Box 2656
Palos Verdes Peninsula, CA 90274
pvtransit@palosverdes.com
Phone: 310-544-7108
Submission Requirements

The content and sequence of the proposal will be as follows:

Title for cover page: “RFP for Real-Time Passenger Information System”.

Table of Contents

Immediately following the cover page, there must be a comprehensive Table of Contents of the material included in the proposal. The Table of Contents must clearly identify the proposal section/subsection and the applicable page numbers.

Letter of Transmittal

A letter of transmittal must be included in the Proposal submitted by the Proposer pursuant to the RFP and placed as the first page of the Proposal. The letter of transmittal must:

- identify the submitting organization;
- identify the names, titles, telephone and fax numbers, and e-mail addresses of persons to be contacted for clarification;
- Tax ID number;
- certify that your firm has fully complied with all provisions of the RFP and that all statements are true and accurate, and that the firm has not knowingly made any false or misleading statements in its proposal; and
- be signed by a person authorized to contractually obligate the organization.

Completion of Attachments 1, 2, 3, 5 and 6

Attachment 1 - Minimum Qualifications Certification
Attachment 2 - Company Questionnaire
Attachment 3 – Warranties
Attachment 4 - Scope of Services
Attachment 5 - Questionnaire
Attachment 6 – Fee Proposal

Hard Copy

One (1) hard copy of the proposal shall be submitted. The name of the firm shall be placed on the front cover with “RFP for Real-Time Passenger Information System for the Palos Verdes Peninsula Transit Authority”.

Word (or PDF) Electronic Versions

In addition to the hard copy responses of the proposal, please provide the proposal and the responses in Microsoft Word (or PDF) on either a flash drive or CD.

Deadline

One (1) completed and fully signed copy of the final proposals must be received at the AUTHORITY office by 3:00 PM (PT), October 1, 2012, addressed to:

Palos Verdes Peninsula Transit Authority
38 Crest Road West
Rolling Hills Estates, CA 90274

Attn: Martin Gombert, Administrator

Late proposals will not be accepted.
ATTACHMENT 1
MINIMUM QUALIFICATIONS CERTIFICATION

_______________________________________
Proposer Firm Name

The Proposer must substantiate that the firm satisfies all of the Minimum Qualifications stated within this RFP, to the AUTHORITY satisfaction, to be given further consideration. The statement must contain sufficient information as prescribed to assure the AUTHORITY of its accuracy. Failure to satisfy each of the Minimum Qualifications, based on the AUTHORITY’s sole judgment, will result in the immediate rejection of the Proposal.

The Proposer must complete all of the Minimum Qualification statements listed below before signing. The signature of the authorized representative of the Proposer warrants that the Proposer has met all of the Minimum Qualifications.

1) The Proposer must have been in the transit information technology (“IT”) business serving public transit agencies for at least three (3) years.

Yes / No

2) The Proposer’s primary consultant (ex. project manager) assigned to the AUTHORITY has a minimum of three (3) years of general IT consulting experience with public transit agencies and has been employed by Proposer for at least one (1) year.

Yes / No

3) The Proposer has direct responsibility for the management of the account, and all personnel responsible for the account are employees of the firm.

Yes / No

4) The Proposer does not have, nor potentially have, a conflict of interest with the AUTHORITY, including, but not limited to, any member of the AUTHORITY Council, AUTHORITY Staff, or other consultants currently serving the AUTHORITY.

Yes / No
5) The Proposer must provide references of local public transit agencies (minimum five) that can be contacted.

Yes / No

__________________________________________________
Authorized Signature

__________________________________________________
Print or Type Name

__________________________________________________
Title

__________________________________________________
Date
## ATTACHMENT 2
### COMPANY QUESTIONNAIRE

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<tr>
<th>Proposer Firm Name</th>
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**Proposer’s Legal Name**

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<th>Type of Business (Corporation, Partnerships, Individual, etc.)</th>
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**Headquarter Address**

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<th>Address of Office of Proposer That Would Manage the Account (if different)</th>
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<td>______________________________________________________________________</td>
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**Proposer Contact Name**

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<tr>
<th>Telephone Number</th>
<th>Fax Number</th>
<th>Email Address</th>
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**Proposer Back-up Contact Name**

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<th>Telephone Number</th>
<th>Fax Number</th>
<th>Email Address</th>
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**Signer (authorized to bind the Proposer)**

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<th>Name and Title of Authorized Signer (Please type or print)</th>
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**Signer (authorized to bind the Proposer)**

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<th>Name and Title of Authorized Signer (Please print)</th>
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<td>_________________________________________________</td>
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ATTACHMENT 3
WARRANTIES

Proposer Firm Name

Proposer agrees to the incorporation of the following warranties in a proposed engagement:

Proposer warrants that it maintains or will obtain, at its expense prior to engagement, required insurance policy as stated herein for negligent acts or omissions and that such coverage is applicable.

Proposer warrants all information and statements in this RFP are complete and true. Any statement or claim found to be incomplete, misleading, or false will be grounds for immediate disqualification or dismissal and may be subject to legal action.

Proposer warrants this proposal is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not named therein; the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham bid, or any other person, firm or corporation to refrain from submitting a proposal, and the Proposer has not in any manner sought by collusion to secure for themselves an advantage over any other proposer.

Authorized Signature

Print or Type Name

Title _____________________________ Date _____________________________
ATTACHMENT 4
SCOPE OF SERVICES

The scope of services is based upon the direction established by the AUTHORITY Board of Directors at its meeting on July 26, 2012 as follows:

Specification for Real-Time Passenger Information System

Overall
- System shall have capability to capture and transmit vehicle location as frequently as every one second.
- System shall offer detailed route maps, preferably using familiar maps like Google or Bing, showing all major streets.
- Vendor shall promptly submit map change requests, made by the Customer, to its map provider for correction of any incorrect map data.
- System shall display routes in an interleaving pattern, making it easier for riders to determine where multiple routes overlap.
- System should be turnkey, with Vendor provisioning all wireless communications and hosting all internet and database servers.
- Vendor will arrange for installation of tracking devices and perform systems testing prior to hand off.
- System shall provide access to a Real-time Transit Data API, including developer documentation that allows for querying data from AVL services, with a JSON document as output. The API should provide real-time vehicle location data and estimated arrival times for vehicles as they approach stops.

Passenger components
Public website
- Users shall have ability to view only routes that are of interest to them.
- System should provide arrival estimates to give riders more detail about vehicle arrival times.
- Users shall have the System remember chosen routes, map position, and zoom level.
- Users should see an on-screen notification if a vehicle or route is added off-screen.
- Users should be able to hide the legend to increase the size of the map viewing area.
- Vendor shall design a banner that uses customer-supplied logos/graphics to clearly identify customer’s transit system and a web address that is easy to market to riders.
- System shall be JAWS compatible to allow visually-impaired riders to access real-time vehicle information.
- System shall provide a module that allows content to be provided on Customer’s own website.
System shall provide a textual-based format to access arrival times so that riders can search by route, stop, or geographic location. Supported web browsers should allow for geolocation of the rider.

Mobile Phone Access
- System should provide ability to view location, heading, stop list, next stop of active vehicles, estimated arrival times and graphical display snapshot of vehicle locations on internet-enabled mobile phones.
- System should provide access to announcements on internet-enabled mobile phones.
- System should allow riders to access arrival estimates via SMS text messaging.
- For phones with GPS capability, System should provide geolocation features to allow riders to identify location on map.

Smartphone Access
- For smartphones (iPhone, Android, and newer BlackBerrys), System should provide interface that shows steady vehicle movement without reloading.
- For smartphones with GPS capability, System should provide geolocation features to allow riders to identify location on map.
- System should provide a free-to-download native iPhone application.
- System should provide a free-to-download native Android application.
- System should provide a free-to-download native BlackBerry application.

Public Vehicle Location Displays (optional)
- System shall provide the ability for Customer to use new or existing flat screen monitors to display a version of the System that requires no user interaction (for example, an LCD screen in a building lobby).
- Vendor shall be responsible for ensuring that all maps, routes, and information properly displays and automatically refreshes on LCD screens at all times.
- Customer should have capability of adding and updating messages for display on the LCD screens.
- The display shall include route name and the ability to differentiate routes by design or color.
- The display shall include the ability to identify a specific vehicle and its associated route.

Management components
Management Software Requirements
- System shall provide real-time graphical displays of vehicle location using map interface.
- System shall provide a management interface to allow assignment of buses to routes by dispatchers.
- Interface should be intuitive and simple to use.
• System shall allow announcements to be posted immediately or in advance for posting at pre-defined time. System shall also allow announcements to be removed automatically at a pre-defined time in the future.
• System shall provide historical playback of vehicle locations.
• Certain management functions (e.g. assigning buses, activating routes) shall be allowed from internet-enabled smartphones.

Reports
• System shall provide web-based reports that allow customer to run transit system more efficiently. Desired reports include:
  o On-Time Performance
  o Headway Report
  o Ability to see all of a particular vehicle’s arrivals and departures for the day
• Reports shall be available in both graphical and table formats.
• Reports shall allow for time based comparison (e.g. last week vs. this week).
• Reports shall provide a high level summary and allow the user to drill down to get more details.
• Reports shall be exportable to Excel.

Support
• Vendor shall provide training to all dispatchers, supervisors, administrators, and maintenance technicians prior to deployment of System.
• Vendor shall provide help manuals to allow resolution of straightforward items as expeditiously as possible.
• Support shall be available during normal business hours. Standby support shall be available at all other times, including nights, weekends, and holidays.
• Vendor shall protect and backup, for a minimum of 60-days, any software configuration settings, any Customer provided data that has been modified for use by the software, and any new data produced by the software itself.

Hardware
• Hardware shall remain under warranty for one year.
• Vendor shall install a power conditioner in each vehicle to ensure proper voltage to the tracking unit to increase device stability and performance.
• Vendor shall install an inline power fuse to tracking units to prevent possible power short conditions and device failure.
• Hardware shall be installed in twenty-seven Authority vehicles as shown on the attached Vehicle Inventory

Software
• Vendor shall provide any maintenance updates to the System that Vendor may release to improve or maintain the stability of the System at no charge.
ATTACHMENT 5
QUESTIONNAIRE

Organization

Provide the address of the office that will service this account.

Give a brief history of your firm’s involvement in the transit information technology (“IT”) business serving public transit agencies, including the year of organization. As of December 31, 2012, how many years has your firm provided transit information technology (“IT”) serving public transit agencies?

What are your firm's specialties and strengths?

What differentiates your firm from your competitors?

What are your firm's limitations?

Clients

Please provide a listing of clients that may be used as reference checks:

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<th>Name of Client</th>
<th>Contact</th>
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Standards of Conduct

Disclose any relationship you have or have had with any AUTHORITY Board Members, consultants, or AUTHORITY staff. Briefly describe your philosophy relating to the selected Consultant’s relationship with Council members and staff.

Disclose any gifts (meals, tickets, anything of value over $50, etc.) that you have given to any AUTHORITY Board Members, consultants, or AUTHORITY staff in the last 12 months. If ‘Yes’, please disclose them using “Gift Disclosure Form.”

For the past 10 years, has the firm, its officers or principals or any affiliate ever:
a. been the focus of a non-routine inquiry or investigation or a similar inquiry or investigation from any federal, state or self regulatory body or organization;
b. settled any litigation concerning breach of fiduciary responsibility or other investment related matters; or
c. submitted a claim to your error & omission, fiduciary liability and/or fidelity bond insurance carrier(s)?

If 'yes', please provide details and the current status of proceedings.
Gift Disclosure Form

<table>
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<tr>
<th>No.</th>
<th>Date (mm/dd/yy)</th>
<th>Given to</th>
<th>Description of Gifts</th>
<th>Value (US$)</th>
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\(^1\)Gifts could be in the form of meals, tickets, paid travel, anything of value over $50, etc.
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Real-Time Passenger Information System
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Disclosure Form - Communication With AUTHORITY Staff, AUTHORITY Board Members

Proposer Firm Name

<table>
<thead>
<tr>
<th>No</th>
<th>Names, Dates and Description of Information Provided/Received And/Or Nature of Communication</th>
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ATTACHMENT 5
FEE PROPOSAL

Proposer Firm Name

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<thead>
<tr>
<th>Item</th>
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<th>Total Cost</th>
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<tbody>
<tr>
<td>Installation of Real-Time Passenger Information System</td>
<td>27 buses</td>
<td></td>
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<tr>
<td>(hardware and software)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Year System Maintenance &amp; Operation</td>
<td>27 buses</td>
<td></td>
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<tr>
<td>Second Year System Maintenance &amp; Operation</td>
<td>27 buses</td>
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<tr>
<td>Third Year System Maintenance &amp; Operation</td>
<td>27 buses</td>
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Notes:

Maintenance and operations costs should include all communication costs associated with operating the Real-Time Passenger Information System.