

MODIFIED SCOPE OF SERVICES

1.1 Preventative Maintenance and Service Procedure

General External Cleaning of the Authority's Shelter Sign

Authority Shelter Signs (Sign(s)) will be cleaned by vendor at the same time that a shelter is routinely cleaned by vendor. Graffiti on a shelter Sign must be removed by vendor within five (5) business days after it is discovered by vendor or reported to vendor by the Authority. Signs includes the audio button feature mounted on the shelter.

During the cleaning visit, vendor will visually inspect the Sign, check if it is operational by making sure the Sign is lit, and to the best of the vendor's ability check that the information displayed is accurate. If the Sign is not working, the vendor will perform the following maintenance steps (A – C) listed below.

- A. BusTracker sign Information Accuracy:** To the best of its ability, the vendor will check that the Sign is updating Bus Arrival information, which refreshes and updates every 60 seconds. The bus routes can be verified using the physical bus stop sign at the location.
- B. Loss of Power – Main:** If there is loss of power to the shelter and it is related to the main source of power, then the vendor will assess the issue and determine when power is expected to be restored to shelter and inform the Authority of the outcome.
- C. Loss of Power to the Sign:** If there is loss of power and it is isolated to the LED Sign, the vendor will reset the breaker. If resetting the breaker does not return the Sign to operation, vendor will inform the Authority of the outcome and the Authority will work with Luminator or its successor to replace the Sign with a tested operational Sign. In the event that the replaced Sign still is not operational after installation, the vendor will troubleshoot the Sign's power source. If there is fault with the power source the vendor will resolve at no additional cost to the Authority. If the vendor's troubleshooting cannot determine whether there is fault with the power source, the vendor will subcontract an electrician to troubleshoot and resolve the issue. If the electrician determines it is not a power source issue, the vendor will invoice the Authority for the electrician's labor costs at an hourly rate not to exceed 4 hours. If the work is expected to exceed 4 hours, the vendor will notify the Authority for approval to continue the work. Upon the Authority's approval the parties will negotiate labor cost for the continued work.

1.2 ***General Monitoring of Signs:***

- A.** The Authority remotely monitors all Bus Tracker Signs and therefore will detect when a Sign loses connectivity. The Authority will then visit the bus stop location of the Sign identified as having connectivity issues to perform a visual inspection. The Authority will perform preliminary checks of the Signs prior to contacting the vendor.
- B. Sign Display shows: "Arrival Information Temporarily Unavailable"** – this indicates a cellular modem issue, and further troubleshooting will be performed by the Authority and Luminator or its successor.
- C. Sign Display shows: Vertical Lines** – this indicates a Sign component connectivity issue, and further troubleshooting would be performed by the Authority and Luminator or its successor.

The vendor will allow Luminator or its successor to work on all Signs for maintenance as needed, including replacement of audio button which Luminator or its successor can perform without any involvement from the vendor. Luminator or its successor and the vendor will enter into an indemnity agreement, allowing Luminator to perform such work. '

1.3 Major Damage to a LED Sign or Major Damage to a Shelter with an LED Sign:

Contact the Authority Project Manager within five (5) business days to notify that a shelter with a LED Sign has been damaged, specifying the location and the next steps to be performed by the vendor to secure and repair the shelter. This will allow the Authority to page appropriate staff, alerting them of the situation.

If the damaged shelter has to be removed and replaced by JC Decaux and the Sign is damaged along with the shelter, the Authority will test the damaged Sign in the vendor's warehouse to determine whether the Sign can be re-installed. The vendor will seek approval from the Authority prior to re-installing the Sign. Once the Sign is re-installed, Luminator or successor will be called to check the function of the ADA button. The Installation Fee (as defined in the Professional Services Contract) for a new Sign will apply. If the damaged shelter can be repaired on site by JC Decaux but the damaged Sign is determined by the Authority to be inoperable, the damaged Sign will be replaced at the direction of the Authority. The Authority will coordinate with the vendor the pickup of the Sign. If a shelter is damaged, but the Sign is intact, the Installation Fee will not apply. The vendor will notify CTA of all removed or damaged signs in their possession, and include details of the signs in their monthly reporting (see below – 1.5).

1.4 Removal of a Shelter

JC Decaux will notify the Authority's Project Manager by email if the shelter is being 1) temporarily removed (construction, etc.), 2) permanently removed (City/Authority/Aldermanic request, etc.), or 3) relocated to another bus stop (City/Authority/Aldermanic request, etc.). In the event the Authority decides to have the vendor remove the Sign from such shelter and install it in a different shelter, the Installation Fee (as defined in the Professional Services Contract) for a new Sign will apply.

1.5 Reporting

The vendor will report any issues specified in Section 1.1 **Preventative Maintenance and Service Procedure** (A-C) immediately, after the Sign cleaning process is completed, so troubleshooting can be agreed upon. The vendor will also send a monthly report to the Authority listing all open and resolved issues during the preceding month.