

**Metropolitan Transportation Commission**  
**Operations Committee**

**April 14, 2023**

**Agenda Item 5b**

**Contract Amendment – 511 and Express Lanes Operational Services: Iteris, Inc.**  
**(\$13,500,000)**

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**Subject:**

Request for approval of a contract amendment with Iteris, Inc. (Iteris) to extend the 511 and Express Lanes Operational Services contract term to June 30, 2027 and to add \$13,500,000.

**Background:**

In April 2020, following a competitive procurement and unanimous recommendation by an evaluation panel, The Metropolitan Transportation Commission (MTC) approved the selection of Iteris to provide staffing and management services to support the 511 Operations Center and the Express Lanes Operations Center for a three-year term, with an option to extend up to an additional four years at MTC's discretion. This contract has been modified through several amendments, bringing the current contract value to \$7,389,850.

The 511 Operations Center, co-located with Caltrans District 4 Transportation Management Center (TMC) in Oakland, California, is responsible for collecting, curating, and disseminating traffic and transit information from the nine-county Bay Area region. The center is currently supported by 9.5 full-time equivalent (FTE) employees. During regional transportation emergencies, 511 Operations Center staff work closely with MTC 511 Program staff to disseminate emergency transportation information.

The Express Lanes Operations Center (AKA Regional Operations Center), located at the Bay Area Metro Center in San Francisco, is responsible for monitoring the Toll Collection System (TCS) and the Dynamic Pricing Algorithm (DPA) and coordinating incident response with Caltrans and CHP for MTC's Express Lanes Corridor on I-680 southbound from Martinez to San Ramon, I-680 northbound from San Ramon to Walnut Creek I-680 between Walnut Creek and Dublin, and I-880 between Oakland and Milpitas. Moreover, this proposed amendment adds staffing for the San Mateo County Express Lanes Joint Powers Authority's US-101 Express Lanes and the Alameda County Transportation Commission's Interstate 680 and Interstate 580 Express Lanes. Additionally, MTC will provide operational services, under contract, for the

Express Lanes on I-80 in Solano County when they open in 2025. The center is currently supported by 8.5 FTE employees.

Iteris has consistently demonstrated exceptional performance in retaining staff and managing both the 511 Operations Center and the Express Lanes Operations Center to the highest industry standards. Iteris' deep understanding of the complex software and the standard operating procedures necessary for these operations, combined with their ability to implement innovative solutions and adapt to changing circumstances, has proven invaluable to MTC. In light of these considerations, staff recommends a four-year extension to ensure continuity and consistency in managing these critical operations.

The proposed amendment would allow for continued staffing of the 511 Operations Center and the Express Lanes Operations Center, a critical sequential element of ongoing work. The activities covered by this contract amendment fall within the scope of work outlined in the procurement. The chart below outlines staffing and costs included in this proposed amendment.

<b>Operations Center</b>	<b>Current FTE</b>	<b>FTE Growth</b>	<b>Total FTE</b>	<b>Cost to Add 4 Years</b>
<i>511</i>	9.5	0	9.5	\$5.9mm
<i>Express Lanes*</i>	8.5	2.5	11	\$7.6mm
<b>Total</b>	<b>18</b>	<b>2.5</b>	<b>20.5</b>	<b>\$13.5mm</b>

*\*Includes operational staffing for Alameda CTC and San Mateo JPA's Express Lanes.*

The current contract value is \$7,389,850. This amendment would add \$13,500,000, bringing the contract to a new total not to exceed amount of \$20,889,850 through the term of June 30, 2027. 511 will contribute \$5,875,000 and Express Lanes will contribute \$7,625,000 towards this amendment.

Iteris is neither a small business enterprise (SBE) nor a DBE and has no subcontractors for this contract.

**Issues:**

None identified.

**Recommendations:**

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Iteris, Inc. in an amount not to exceed \$13,500,000 for a four-year extension through June 30, 2027, to continue operations to provide staffing and management services for the 511 Operations Center and the Express Lanes Operations Center.

**Attachments:**

- Request for Committee Approval - Summary of Proposed Contract
- Attachment A: PowerPoint



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Andrew B. Fremier

**Request for Committee Approval**

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**Summary of Proposed Contract Amendment**

Work Item No.: 1224, 6861, 6863 and 6864

Consultant: Iteris, Inc.  
Santa Ana, California

Work Project Title: 511 and Express Lanes Operational Services

Purpose of Project: To staff and operate MTC's 511 Operations Center and Regional Operations Center

Brief Scope of Work: The Operational Services Contractor will staff and operate MTC's 511 Operations Center and Regional Operations Center during normal and emergency operations, while ensuring operations staff compliance with standard operating procedures through June of 2027.

Project Cost Not to Exceed: \$13,500,000 (this amendment)  
Total Contract before this amendment: \$7,389,850  
Total Authorized Contract after this amendment: \$20,889,850

Funding Source: STP, Toll Credits, BAIFA

Fiscal Impact: \$1,420,000 is subject to inclusion in the FY23/24 MTC budget, and \$1,845,000 is subject to inclusion in the FY23/24 BAIFA budget, and \$1,450,000 is subject to inclusion in the FY24/25 MTC budget, and \$1,885,000 is subject to inclusion in the FY24/25 BAIFA budget, and \$1,485,000 is subject to inclusion in the FY25/26 MTC budget, and \$1,925,000 is subject to inclusion in the FY25/26 BAIFA budget, and \$1,520,000 is subject to inclusion in the FY26/27 MTC budget, and \$1,970,000 is subject to inclusion in the FY26/27 BAIFA budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Iteris, Inc. for operational services described above and in the Operations Committee Summary Sheet dated April 14, 2023 and that the Chief Financial Officer is authorized to set aside \$13,500,000 for such amendment, subject to necessary budgetary approvals.

Operations Committee:

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David Rabbitt, Chair

Approved:

April 14, 2023