



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 3a

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: March 3, 2017

FR: Executive Director

W. I. 1224

RE: 511 Update and Contract Actions

- i. Contract Amendment – 511 Web Services: Civic Resource Group (\$2,478,663)
- ii. Contract Amendment – 511 Technical Advisory Services: Kimley-Horn and Associates (\$375,000)
- iii. Contract Amendment – 511 System Integrator: Iteris, Inc. (\$1,522,369)
- iv. Contract Amendment – 511/EL Operational Services: Faneuil, Inc. (\$330,535)

Background and Contract Actions

At the June 2015 and February 2016 Committee meetings, staff presented 511's plans for next generation (Next Gen) traveler information services, which emphasized continued relevance within a significantly reduced budget and the flexibility to adapt to rapid technological evolution. Staff will provide a presentation on the Next Gen 511 system, which successfully launched in June 2016. Also, staff recommends that the Operations Committee authorize the Executive Director or his designated representative to negotiate and enter into each of the following contract actions. Attachment A summarizes each project team's small business and disadvantaged business enterprise status.

i. Contract Amendment – 511 Web Services: Civic Resource Group (\$2,478,663)

In June 2011, following a competitive procurement process, this Committee approved a contract with Civic Resource Group (CRG) to provide 511 website services for a five-year contract period with options to extend for up to five years. Under the proposed amendment, CRG would continue to enhance transit information on 511.org, maintain a staging site for testing new transit data, add express lanes information to 511.org, and implement personalized text message alerts. This amendment also renews the Google trip planner and base map license for the remaining contract years, and funds a disaster recovery option with Amazon Web Services (AWS) to ensure 511.org can recover quickly if the current hosting region goes down. Finally, this amendment adjusts rates and project management support for the remaining contract years, and provides contingency funds to address unforeseen needs and ensure flexibility for enhancements in future years. This amendment will add \$2,478,663 to the contract, bringing the contract total to \$13,163,090 for the nine-year period. A portion of the necessary funding is in the approved FY 2016-17 budget; additional funding is subject to the approval of the FY 2017-18 agency budget.

Staff recommends that the Committee authorize a contract amendment with CRG in an amount not to exceed \$2,478,663 for the above services.

ii. Contract Amendment – 511 Technical Advisory Services: Kimley-Horn and Associates (\$375,000)

In March 2014, this Committee approved a contract with Kimley-Horn and Associates (KH) to provide 511 technical advisory services as part of a competitively-procured, pre-qualified panel. Under this

amendment, KH would continue to provide data performance monitoring, systems engineering support, software development guidance, and strategic planning. This amendment will add \$375,000 and three years to the contract, bringing the contract total to \$956,745 for the six-year period; extension through 2020 aligns this contract with other 511 operational contracts. The funds for this amendment are subject to approval of future agency budgets.

Staff recommends that the Committee authorize a three-year contract amendment through June 30, 2020 with KH in an amount not to exceed \$375,000 for the above services.

iii. Contract Amendment – 511 System Integrator: Iteris, Inc. (\$1,522,369)


In September 2015, following a competitive procurement process, the MTC Commission approved a contract with Iteris, Inc. (Iteris) to integrate, implement, and operate 511 systems. Under this amendment, Iteris would further automate the collection of BART real-time transit data, and enhance the Regional Transit Database to allow for transit service data change reporting and provision of holiday and special service timetables. This amendment also funds licensing and/or support costs for email administration, HERE traffic data, AWS cloud hosting, and Java Message Service. Finally, this amendment provides operating funds for transit agencies new to 511 and new express lanes data, and provides contingency funds to address unforeseen needs and ensure flexibility for enhancements in future years. This amendment will add \$1,522,369 to the contract, bringing the contract total to \$10,764,008 for the four-year term. Partial funding for this amendment is included in the approved FY 2016-17 agency budget, and the remaining funds for this amendment are subject to approval of future agency budgets.

Staff recommends that the Committee authorize a contract amendment with Iteris, Inc. in an amount not to exceed \$1,522,369 for the above services.

iv. Contract Amendment – 511/EL Operational Services: Faneuil, Inc. (\$330,535)

In March 2016, following a competitive procurement process, this Committee approved a contract with Faneuil, Inc. (Faneuil) to support real-time operations of both MTC's 511 Traveler Information System and Bay Area Express Lanes. The operational services contractor provides staff resources to monitor, operate, and coordinate coverage during daily operations and emergency events. This amendment will add \$330,535 in contingency funds to the contract to allow for additional staffing during regular or emergency operations, if current levels prove insufficient, bringing the contract total to \$5,839,445 for the four-year term. Partial funding for this amendment is included in the approved FY 2016-17 agency budget, and the remaining funds for this amendment are subject to approval of future agency budgets.

Staff recommends that the Committee authorize a contract amendment with Faneuil, Inc. in an amount not to exceed \$330,535 for the above services.



Steve Heminger

Attachment:

- Attachment A: Small Business and Disadvantaged Business Enterprise Status

SH: sc

J:\COMMITTEE\Operations\2017 Operations Comm Packet\03_OPS_Mar_2017\3a_511 Next Gen Update_Contract Actions_v16.docx

Attachment A
Small Business and Disadvantaged Business Enterprise Status

i) 511 Web Services

			DBE * Firm			SBE ** Firm		
Prime/ Subcontractor	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Civic Resource Group Intl.	Deliver 511 website services			X	X	1794963	
Subcontractor	Olson Communications	Project Management support, Variable web services support	X	25220				X
Subcontractor	Microlink Enterprise Inc.	Design, development, and testing support	X	31714				X
Subcontractor	OzNet Systems	Analysis, testing, and deployment support	X	33075		X	54375	
Subcontractor	Arellano Associates LLC	Testing support	X	41199		X	2000360	
*Denotes Certification by the California Unified Certification Program (CUCP)								
**Denotes certification by the State of California								

ii) 511 Technical Advisory Services

			DBE * Firm			SBE ** Firm		
Prime/ Subcontractor	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Kimley - Horn and Associates	Provide strategic advice and technical guidance			X			X
Subcontractor	Wiltec	Project Support - Performance Monitoring	X	8440				X
Subcontractor	Advantec	Systems Engineering - Quality Control Review	X	30139				X
*Denotes Certification by the California Unified Certification Program (CUCP)								
**Denotes certification by the State of California								

iii) 511 System Integrator

			DBE * Firm			SBE ** Firm		
Prime/ Subcontractor	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Iteris	System Integrator/Data Mgmt			X			X
Subcontractor	TransSight	Operate and Maintain Transit/Parking/Gateway Systems; System Administration Support for 511 Operations Center	X	42484				X
Subcontractor	VoltDelta	Telephony and IVR Hosting			X			X
Subcontractor	HERE	Traffic Data			X			X
*Denotes Certification by the California Unified Certification Program (CUCP)								
**Denotes certification by the State of California								

iv) 511/EL Operational Services

			DBE * Firm			SBE ** Firm		
Prime/ Subcontractor	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Faneuil, Inc.	Operational/Staffing Services for 511 & Express Lanes			X			X
Subcontractor	TransSight, LLC	Implementation and Ongoing Support for 511 Operations	X	42484				X
*Denotes Certification by the California Unified Certification Program (CUCP)								
**Denotes certification by the State of California								

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Contract Amendment

Work Item No.:	1224
Contractor:	Civic Resource Group Los Angeles, CA
Work Project Title:	511 Website Services
Purpose of Project:	Deliver 511 website services.
Brief Scope of Work:	Further enhance and operate information sources, backend systems, and user features. License Google trip planner and map. Adjust rates for remaining contract years.
Project Cost:	\$2,478,663 (this amendment) Total Contract before this amendment: \$10,684,427 Total Authorized Contract after this amendment: \$13,163,090
Funding Source:	CMAQ, SAFE, RM2, STP, STA, Toll Credits
Fiscal Impact:	\$421,320 is included in the MTC FY 2016-17 budget. \$2,057,343 is subject to approval of the MTC FY 2017-18 budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Civic Resource Group to provide the consulting services described above and in the Executive Director's memorandum dated March 3, 2017, and the Chief Financial Officer is authorized to set aside funds in the amount of \$2,478,663 for such amendment, as described above, with funds for future fiscal years subject to inclusion in such future budgets.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: March 10, 2017

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Contract Amendment

Work Item No.:	1224
Contractor:	Kimley-Horn and Associates Oakland, CA
Work Project Title:	511 Technical Advisory Services
Purpose of Project:	To provide Technical Assistance to the 511 Program
Brief Scope of Work:	Provide strategic advice and technical guidance, performance monitoring and evaluation, procurement assistance, systems engineering, and project oversight and support.
Project Cost:	\$375,000 (this amendment) Total Contract before this amendment: \$581,745 Total Authorized Contract after this amendment: \$956,745
Funding Source:	STA, STP, Toll Credits
Fiscal Impact:	\$200,000 is included in the MTC FY 2017-18 budget. \$175,000 is subject to the approval of MTC FY 2018-19 budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Kimley-Horn and Associates to provide the consulting services described above and in the Executive Director's memorandum dated March 3, 2017, and the Chief Financial Officer is authorized to set aside funds in the amount of \$375,000 for such amendment, as described above, with funds for future fiscal years subject to inclusion in such future budgets.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: March 10, 2017

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Contract Amendment

Work Item No.: 1224

Contractor: Iteris, Inc.
Santa Ana, CA and Berkeley, CA

Work Project Title: 511 SF Bay System Integrator, Data Management & Dissemination, and Interactive Voice Response Phone System Contractor

Purpose of Project: To provide data and systems management and operate and maintain dissemination tools and data feeds for the multimodal 511 Traveler Information Service.

Brief Scope of Work: Automate the collection of BART real-time transit data, enhance the 511 regional transit database, provide additional operations and maintenance for transit agencies that are new to 511, and further enhance and operate 511 data collection systems and dissemination services.

Project Cost: \$1,522,369 (this amendment)
Total Contract before this amendment: \$9,241,639
Total Authorized Contract after this amendment: \$10,764,008

Funding Source: RM2, STA, STP, Toll Credits

Fiscal Impact: \$678,369 is included in the MTC FY 2016-17 Agency budget.
\$497,000 is subject to approval of the MTC FY 2017-18 budget.
\$347,000 is subject to approval of the MTC FY 2018-19 budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Iteris, Inc. to provide the consulting services described above and in the Executive Director's memorandum dated March 3, 2017, and the Chief Financial Officer is authorized to set aside funds in the amount of \$1,522,369 for such amendment, as described above, with funds for future fiscal years subject to inclusion in such future budgets.

Operations Committee:

Scott Haggerty, Chair

Approved: Date: March 10, 2017

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Contract Amendment

Work Item No.:	1224 & 6840
Contractor:	Faneuil, Inc. Hampton, VA
Work Project Title:	511 Traveler Information and Express Lanes Operational Services
Purpose of Project:	To provide operational staffing services for the 511 Traveler Information System and Bay Area Express Lanes.
Brief Scope of Work:	Provide additional staffing resources for 511, as necessary.
Project Cost:	\$330,535 (this amendment) Total Contract before this amendment: \$5,508,910 Total Authorized Contract after this amendment: \$5,839,445
Funding Source:	STP, SAFE, STA, Toll Credits
Fiscal Impact:	\$33,052 is included in the MTC FY 2016-17 Agency budget. \$99,161 is subject to approval of the MTC FY 2017-18 budget. \$198,322 is subject to approval of the MTC FY 2018- 19 budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Faneuil, Inc. to provide the staffing services described above and in the Executive Director's memorandum dated March 3, 2017, and the Chief Financial Officer is authorized to set aside funds in the amount of \$330,535 for such amendment, as described above, with funds for future fiscal years subject to inclusion in such future budgets..
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: March 10, 2017

511 Traveler Information Service: Next Gen Update & Contract Actions

Operations Committee

March 10, 2017

Next Gen User Enhancements



511

MONTGOMERY STATION (Street-Level Service)

Page 1 of 2 11:44 AM

Market/2nd NE island

min

9 Cow Palace 1, 13

9R Sunnydale 2, 9

6 Quintara 14th Avenue 3, 15

7 Great Highway 10, 22

Market/1st SW corner

min

38 Transbay Terminal 1, 10

5R Transbay Terminal 1, 6

38R Transbay Terminal 3, 6

2 Mission Main 6, 43

5 Market Seventh Street 6, 15

7 Transbay Terminal 16, 27

Market/Montgomery SW island

min

9 Ferry Plaza 1, 19

9R Ferry Plaza 7, 8

6 Ferry Plaza 8, 18

21 Ferry Plaza 11, 24

31 Ferry Plaza 11, 20

Kearny/Geary NE corner

min

30 Van Ness North Point 6, 11

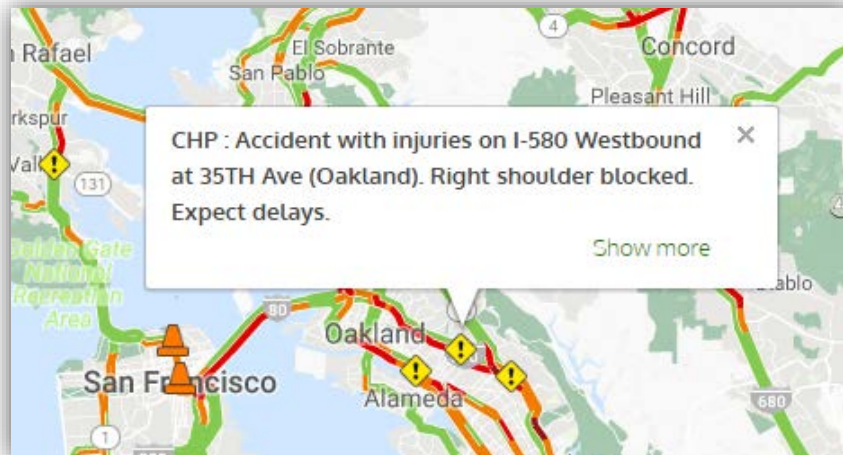
45 Lyon Greenwich 17, 23

8 Fishermans Wharf 23, 27

Call or visit 511.org for more real-time departures and alert information.

511 Operations Center

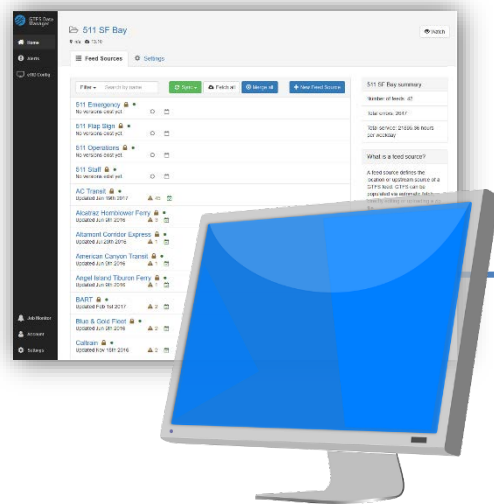
- **Reduced budget by over 50%**
 - Automated data collection through software enhancement
 - Reduced hours and overall staffing
 - Coordinated staffing with Express Lanes Operations



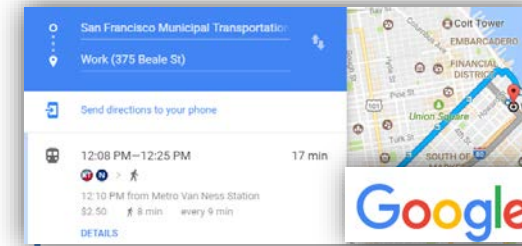
Type	Route	Description	Last Updated
🛑	CA-152	Downed tree on CA-152 Eastbound and Westbound between Pole Line Rd (Gilroy) and Watsonville Rd (Gilroy). All lanes closed. Consider using alternate routes. (CHP) Show on map	2:58 PM 2/6/2017
⚠️	I-580 W	Accident with injuries on I-580 Westbound at 35TH Ave (Oakland). Right shoulder blocked. Expect delays. (CHP) Show on map	3:11 PM 2/6/2017
⚠️	CA-4 W	Accident with injuries on CA-4 Westbound east of Loveridge Rd (Pittsburg). Right shoulder blocked. Expect delays. (CHP) Show on map	3:18 PM 2/6/2017
⚠️	I-580 W	Accident with injuries on I-580 Westbound east of Edwards Ave (Oakland). Lanes blocked. Expect delays. (CHP) Show on map	3:18 PM 2/6/2017
⚠️	I-880 S	Accident on I-880 Southbound north of 23RD Ave (Oakland). On Ramp blocked. Expect delays. (CHP) Show on map	3:20 PM 2/6/2017

Transit Data Collection & Sharing

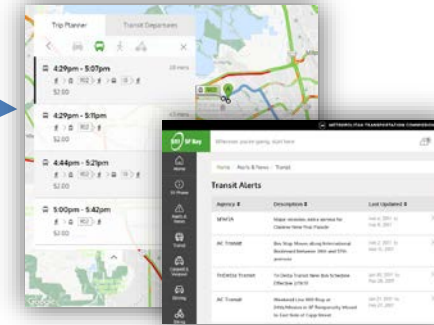
Transit Data Manager



Regional Transit Databases



Google trip planner

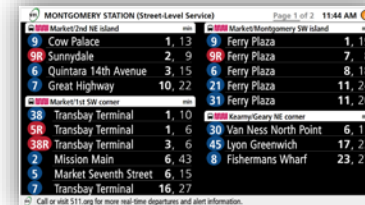


511.org & 511 phone

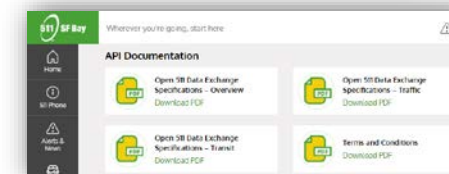
- Real-time departures
- Trip planning
- Schedules
- Alerts



Ferry building flap sign



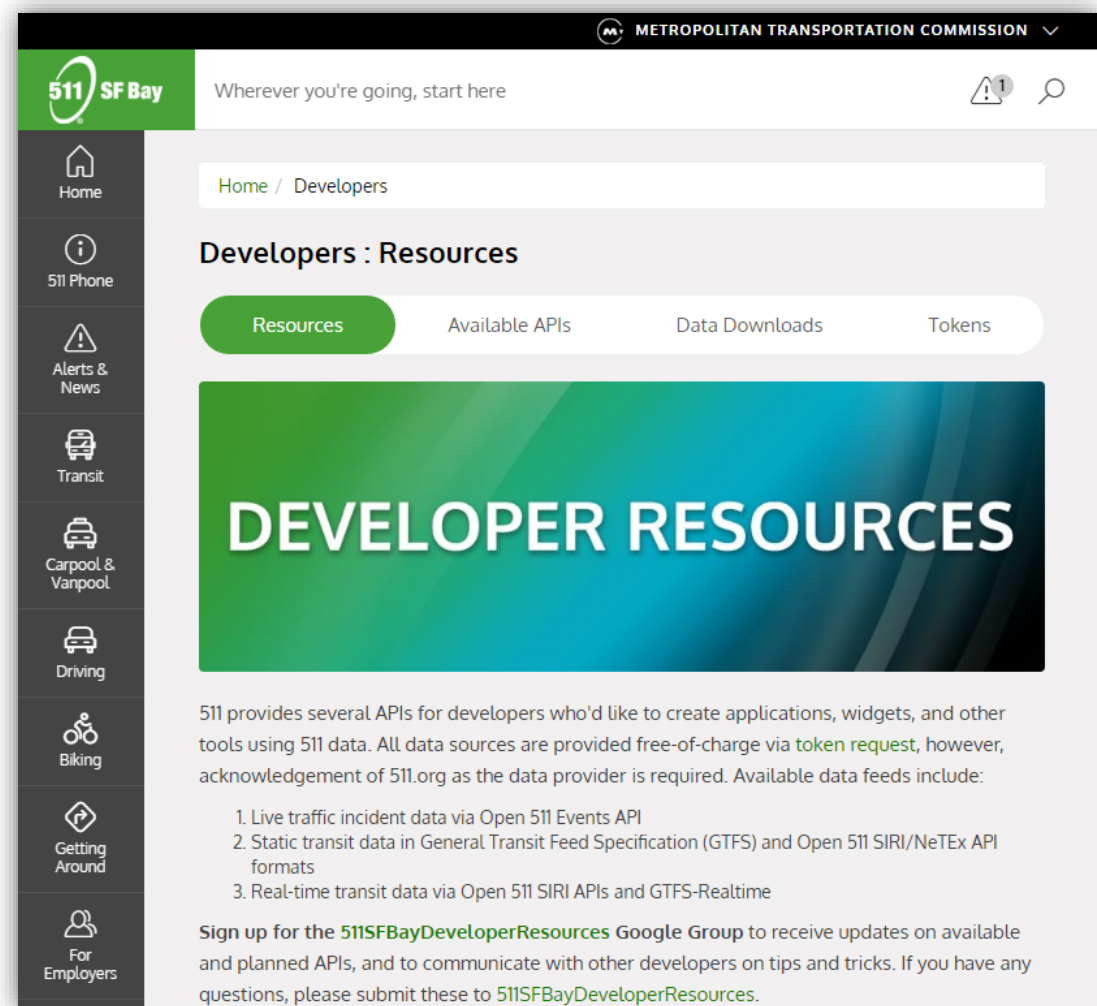
Regional real-time signs



Open 511 data

Open Data

- One-stop portal for developers
- API driven data feeds
 - Live traffic incidents
 - Static transit schedules
 - Real-time transit departures & alerts
- Providing data to Google, Apple, TransitApp, and other apps



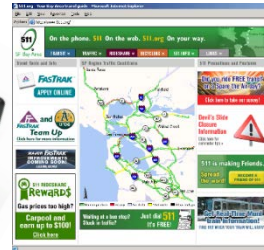
Upcoming Enhancements

- Express lanes info added to 511.org & developer APIs
- Spanish on 511 phone system
- Transit data:
 - Detailed fare information
 - Holiday schedules
 - Expanded GTFS data



Evolution of Traveler Information Services

TravInfo®



NextGen 511



1993

2002

2016

2017→