

Contract Amendment: *511 and Express Lanes Operational Services – Iteris, Inc.*



Iteris 511/EL Operational Services
Contract 4-Year Extension

April 14, 2023



511 Operations Center

Current Staff	PM Oversight	Total
9 FTE	0.5 FTE	9.5 FTE

The screenshot shows the TRAMS 511 Channels interface. The main content area is titled "Twitter" and contains a "New Tweet" form. The form includes a "Message Text" field with the text "UPDATE: SF Muni N-Judah Line Resuming Normal Service." and a "Characters: 53" indicator. There are "PUBLISH" and "CANCEL" buttons. Below the message text is a "Target URL" field with the text "http://511.org/alerts/critical". At the bottom, there is a "Scheduled for:" field with a date picker set to "02/03/23" and a time picker set to "1:52 PM". A "Now?" checkbox is checked.

• Daily Responsibilities

- Work with Caltrans, CHP, and Transit Agency Partners
- Collect and disseminate accurate, timely traffic and transit information

• Emergency Response

- Able to quickly scale-up staffing
- Coordinate with Regional Emergency Management Partners
- Provide information about impacted transportation system

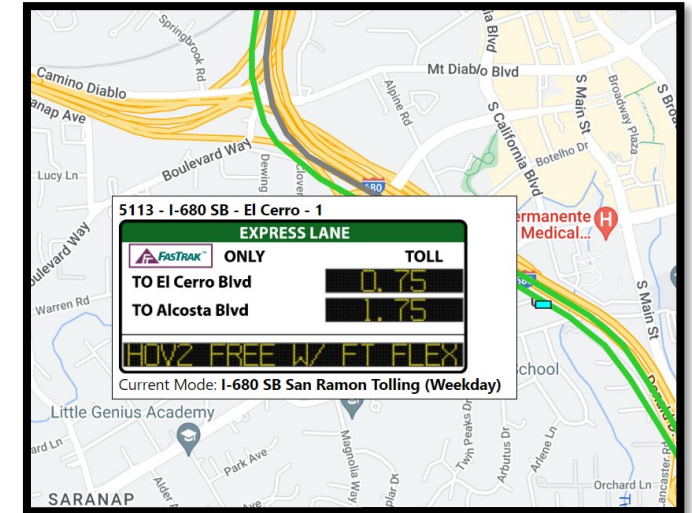
Express Lanes Operations Center

Current Staff	PM Oversight	US-101 & I-680 (2023 Extensions)	Solano I-80 (2025 Opening)	Total
8 FTE	0.5 FTE	+1 FTE	+1.5 FTE	11 FTE

This also includes staffing for operational support of Alameda CTC and San Mateo JPA's Express Lanes

Daily Responsibilities

- Monitor Toll Collection System and Equipment
- Implement Tolling Overrides
- Report on Compliance of Toll System Integrator
- Coordinate with Caltrans TMC on Incident Management
- Manage Messaging on the Variable Toll Message Signs



Express Lanes Network

Solano I-80
Early 2025

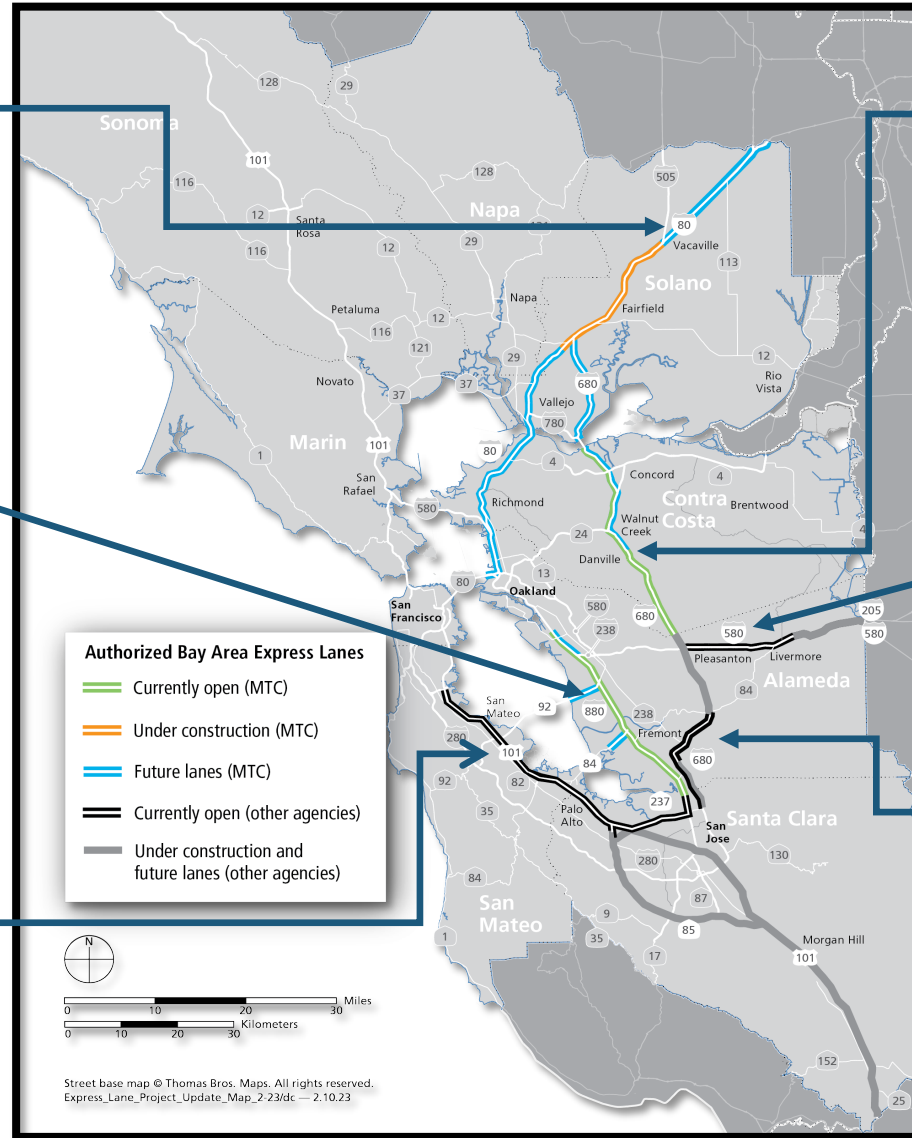
Contra Costa I-680
Currently in Operation

Alameda I-880
Currently in Operation

Alameda I-580
Currently in Operation

San Mateo US-101
Currently in Operation

Alameda I-680 Sunol
Currently in Operation



Iteris Performance



Staffing

Recruitment Rate



Retention Rate

Staffing Coverage During Operating Hours

Performance Metrics

511 Incident Accuracy



511 Incident Timeliness

Express Lane Incident Response

Project Management

Keeps within Budget



Consistent Communication with MTC

Consistent Communication with Partner Agencies, including Caltrans, CHP, and Alameda CTC

Contract Amendment Summary

- **Scope:** Ongoing management and staffing
- **Period of Performance:** Extend 4 years to June 2027

Operations Center	Current FTE	FTE Growth	Total FTE	Cost to add 4 Years
511	9.5	0	9.5	\$5.9mm
Express Lanes*	8.5	2.5	11	\$7.6mm
Total	18	2.5	20.5	\$13.5mm

**Includes staffing for operational support of Alameda CTC and San Mateo JPA's Express Lanes*

Thank you for your time

Staff Contact

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