



METROPOLITAN  
TRANSPORTATION  
COMMISSION

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## *Memorandum*

TO: Operations Committee

DATE: April 2, 2010

FR: Executive Director

W.I. 310-2700, 310-2741,  
105-1221

RE: TransLink<sup>®</sup> Program Contract Actions:

- (a) Contract Amendment: Booz Allen Hamilton
- (b) Contract Change Order: Cubic Transportation Systems (Cubic)

### Program Update

For February 2010, the average weekday TransLink<sup>®</sup> transaction volume was 51,300 transactions per day. Customers added \$2.9 million to TransLink<sup>®</sup> cards; 33% of the value loaded was via the Autoload feature. For February 2010, AC Transit had the highest number of average weekday TransLink<sup>®</sup> transactions, followed by Golden Gate Transit bus and ferry, SFMTA, BART and Caltrain.

In March, the TransLink<sup>®</sup> Contractor, Cubic Transportation Systems, (Cubic) completed installation of card readers on two-thirds of the VTA vehicles and anticipates a May completion date for the entire VTA fleet. Progress is continuing on other major initiatives, including replacement of SFMTA's Muni Metro faregates and ticket vending machines; the new equipment is planned to become operational starting in August 2010. Additionally, Cubic has procured new contactless-only TransLink<sup>®</sup> cards and completed software upgrades to support the new card.

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into the following contract actions this month.

#### **a) In-Person Customer Service Kiosk/Center – Cubic Transportation Systems**

Staff recommends executing a contract change order to provide for the implementation, management and one year of operations of an in-person TransLink<sup>®</sup>/Clipper<sup>SM</sup> customer service kiosk/center on the mezzanine level of a downtown San Francisco BART station, most likely the Embarcadero Station. The purpose of the in-person customer service kiosk/center is to provide a location where customers can go to resolve customer service issues directly and to provide increased visibility for the Clipper<sup>SM</sup> program. The implementation of the in-person customer service kiosk/center is planned for June 1, 2010.

#### **b) Contract Amendment – Booz Allen Hamilton**

In December 2008, the Operations Committee approved a multi-year contract with Booz Allen Hamilton to provide technical oversight of the TransLink<sup>®</sup> Contractor and coordination with the

transit operators and other consultants. Staff recommends amending this contract in an amount not to exceed \$1.5 million to engage Booz Allen Hamilton for the following:

- **Support for Title VI Assessments (\$500,000):** On February 24, 2010, the Commission approved Resolution 3866, which requires transit operators to transition approximately 34 paper fare products to smart card-only availability. In order to maintain compliance with Title VI of the Civil Rights Act of 1964, staff recommends conducting a Title VI review to assess the impacts of these fare media transitions on protected communities: low-income, minority, and limited English proficient populations. Staff recommends that Booz Allen Hamilton conduct these reviews. Booz Allen Hamilton is seeking subject matter expertise to assist with the assessments, and the name of the firm that will provide this support will be provided at the Operations Committee meeting on April 9.
- **Support the SFMTA TransLink<sup>®</sup> Ticket Vending Machines and Faregates Implementation (\$1,000,000):** On June 5, 2009, the Committee approved \$1,410,000 for Booz Allen Hamilton to provide project management assistance to SFMTA for oversight of the Muni Metro ticket vending machine installation and faregate replacement project (Task 12 of the Contract scope of work). The additional funding requested will extend the period of performance and provide for additional Booz Allen staff to support all elements of the design and implementation of this project. SFMTA is funding this change through the Grant and Cooperative Agreement between MTC and SFMTA, dated August 24, 2009.

MTC will recommend approval of the above items to the TransLink<sup>®</sup> Management Group on April 26, 2010.

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Steve Heminger

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## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Change Order

Work Item No.: 310-2700, 105-1221

Contractor: Cubic Transportation Systems  
San Diego, CA

Project Title: In-Person Customer Service Center

Purpose of Project: To provide a location where customers can go to resolve card/customer service issues directly and to provide increased visibility for Clipper<sup>SM</sup>.

Brief Scope of Work: Provides for the implementation, management and one year of operations of an in-person TransLink<sup>®</sup>/Clipper customer service center on the mezzanine level of a downtown San Francisco BART station.

Project Cost Not to Exceed: \$500,000

Funding Source: CMAQ, STP Exchange and RM-2

Fiscal Impact: Funds included in FY 2009-10 agency budget (\$250,000) and subject to allocation of FY 2010/11 RM-2 operating funds (\$250,000)

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract change order for TransLink<sup>®</sup> In-Person Customer Service Center and the Chief Financial Officer is authorized to set aside funds up to \$500,000 for such a contract change order.

Operations Committee:

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Amy Rein Worth, Chair

Approved:

Date: April 9, 2010

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Change Order

Work Item No.: 310-2700, 310-2741, 105-1221

Contractor: Booz Allen Hamilton  
San Diego, CA

Project Title: TransLink<sup>®</sup> Technical Advisor

Purpose of Project: Provide assistance related to the design and implementation of the TransLink<sup>®</sup> system

Brief Scope of Work: Procure a Title VI review of the fare media transitions mandated by Resolution 3866 and extend support to SFMTA for implementation of their new TransLink<sup>®</sup> ticket vending machines and faregates

Project Cost Not to Exceed: \$1,500,000 for this amendment (previously contracted amount: \$3,158,187)

Funding Source: CMAQ and STP Exchange -- \$500,000  
  
SFMTA is funding \$1,000,000 of this change through the Grant and Cooperative Agreement between MTC and SFMTA, effective August 24, 2009

Fiscal Impact: Funds included in FY 2009-10 agency budget

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Booz Allen Hamilton for the purposes described herein, and the Chief Financial Officer is authorized to set aside funds up to \$1,500,000 for such amendment.

Operations Committee:

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Amy Rein Worth, Chair

Approved:

Date: April 9, 2010