



METROPOLITAN
TRANSPORTATION
COMMISSION

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Memorandum

Agenda Item No. 3

TO: Operations Committee

DATE: July 6, 2012

FR: Executive Director

W.I. 1224, 1225

RE: 511 Traffic and Transit Contract Actions

- i. 511 Traffic Contract Change Order – Emergency Messaging tool for Electronic Displays at Transit Hubs: Science Applications International Corporation (\$195,000) -
- ii. 511 Transit Contract Amendment – Emergency Transit Schedule Management Tool: Science Applications International Corporation (\$400,000)

This memorandum asks for Committee approval of the above contract actions with Science Applications International Corporation (SAIC) to implement enhanced 511 tools that will be used to provide transit customers and partner agencies with dynamically changing service information during special events and regional transportation emergencies. Staff is also taking this opportunity to provide the Committee with a summary of MTC emergency response during the recent West Oakland fire that caused a suspension of BART Transbay service.

West Oakland Fire Response

In response to the June 14th West Oakland fire that suspended BART Transbay service, MTC activated its Emergency Operations Center (EOC) to coordinate alternative transportation services for thousands of stranded commuters. AC Transit and WETA provided expanded bus and ferry service throughout the day. During the evening commute, this service was supplemented by an MTC-coordinated bus bridge that shuttled commuters from San Francisco's temporary Transbay Terminal to the Oakland MacArthur BART station. Tri Delta, LAVTA, SolTrans, and VTA participated in the bus bridge. Additionally, the Freeway Service Patrol extended its hours of operation on its East Bay routes, and Caltrans postponed lane closures. As the impacts of the incident dynamically changed, the 511 traveler information system provided the public with accurate and timely information on transportation alternatives, transit schedules, and traffic conditions. In the coming weeks, MTC staff will conduct a regional debrief with BART, Caltrans and the region's transit operators to discuss lessons learned and identify opportunities to enhance our regional transportation emergency coordination response efforts. In particular, we are interested in better defining a mutual aid policy among the region's transit operators so we don't "reinvent the wheel" during each successive service interruption.

Contract Actions

511 has consistently provided critical services to Bay Area customers seeking transportation information following an emergency (see Attachment A). On average, 511 supports over 2.2

million web user sessions and 550,000 calls per month. However, following a regional transportation incident, usage often increases dramatically. Usage on 511 again spiked on June 14th (see Attachment B).

SAIC is the contractor for both the 511 Traffic and Transit contracts:

- The 511 Traffic Contract is the result of a competitive procurement conducted in 2009 with a five-year base term. It is still within its original term and has been modified through change orders.
- The 511 Transit Contract also is the result of competitive procurement conducted in 2006 for a four-year base term with the option to extend up to six additional years and is modified through amendments. At its November 2011 meeting, this Committee approved a contract extension to June 30, 2014.

During emergency situations requiring ferry operators to change their planned schedules frequently, it is important for emergency staff at the Port of San Francisco and the Coast Guard's Vessel Traffic Service, as well as ferry customers, to have access to these schedules. Also, during such major regional events, it is critical for the ferry operators and emergency responders to be able to provide emergency messaging at key transit hub signs.

The Port of San Francisco was awarded a homeland security grant to support a series of improvements for ferry emergency response. Two parts of the grant will support development of 511 tools: 1) to help ferry operators quickly update their schedules when changes dynamically occur. The updates can be shared with key partners and published to the public via 511 during emergencies and events that require ferry service changes; 2) to empower 511 partners to publish emergency and special event messaging on digital displays at regional transit hubs. These tools would have been helpful to stranded passengers during the West Oakland BART service disruption if they had been available. However, it is anticipated that we will complete these tasks in time for next year's America's Cup events.

The funds requested in this memorandum, as well as the Port Security Planning grant funds, will be used to develop both sets of tools. MTC's portion of the funding is included in the FY 2012-13 agency budget. These tasks are contingent on approval of an agreement/purchase order by the San Francisco Board of Supervisors.

Recommendation

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into: 1) a change order to the SAIC 511 Traffic Contract and 2) an amendment to the SAIC 511 Transit Contract to complete the tasks described above, in the amounts of \$195,000 and \$400,000 respectively.



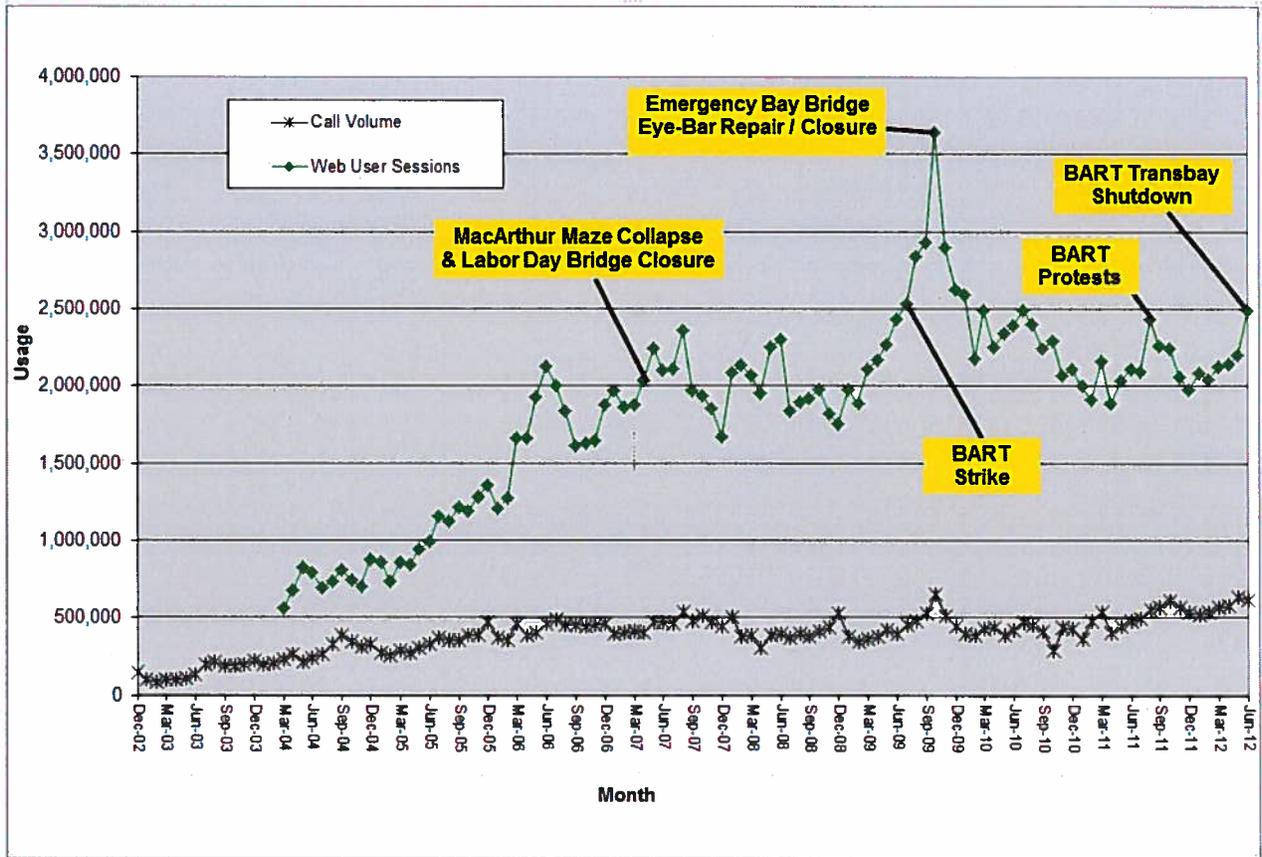
Steve Heminger

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ATTACHMENT A

511 Phone and Web Monthly Usage



ATTACHMENT B

Web and Phone Usage on June 14, 2012

	Average Weekday	June 14, 2012	% Change
511 Emergency Page Usage	N/A	19,000	N/A
Total Calls	19,000	41,000	116%
Website			
511.org User Sessions	17,000	84,000	394%
Traffic User Sessions	15,000	69,000	360%
Trip Planner Itineraries	37,000	66,000	78%
Mobile Web			
Trip Itineraries	800	1,900	138%
Traffic Map	1,000	3,100	210%

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Change Order

Work Item No.: 1224

Contractor: Science Applications International Corporation (SAIC):
(Oakland, CA)

Project Title: 511 Traffic Contract

Purpose of Project: Emergency messaging tool for Electronic Displays at
Transit Hubs

Brief Scope of Work: Develop tools that will be used to provide real-time
transit departure times and emergency messaging on
transit hubs during special events or emergencies
requiring ferry service changes.

Project Cost Not to Exceed: \$195,000 (this change order)
Total contract before this change order: \$33,600,559
Total Authorized Contract after this change order:
\$33,795,559

Funding Source: Port Security Planning Grant (PSPG) and RM2

Fiscal Impact: MTC's portion of the funding is included in the FY 1012-13
agency budget; PSPG funds are contingent on approval of an
agreement/purchase order by the San Francisco Board of
Supervisors.

Motion by Committee: That the Executive Director or his designee is authorized to
negotiate and enter into a contract change order with SAIC for
work described above and in the Executive Director's
memorandum dated July 6, 2012, and the Chief Financial
Officer is directed to set aside funds in the amount of \$195,000
for such change order.

Operations Committee:

Jake Mackenzie, Chair

Approved: Date: July 13, 2012

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.: 1225

Contractor: Science Applications International Corporation (SAIC):
(Oakland, CA)

Project Title: 511 Transit Contract

Purpose of Change Order: Online Emergency Schedule Management Tool: Develop emergency response tool to provide updated transit service schedules during special events or emergencies.

Brief Scope of Work: Develop an online tool allowing ferry operators to enter emergency ferry schedule changes, which will update data in 511 Transit tools.

Project Cost Not to Exceed: \$400,000 (this amendment)
Total Contract before this amendment: \$25,568,413
Total Authorized Contract after this amendment:
\$25,968,413

Funding Source: Port Security Planning Grant (PSPG) and RM2

Fiscal Impact: MTC's portion of the funding is included in the FY 1012-13 agency budget; PSPG funds are contingent on approval of an agreement/purchase order by the San Francisco Board of Supervisors.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with SAIC for the work described above and in the Executive Director's memorandum dated July 6, 2012, and the Chief Financial Officer is directed to set aside funds in the amount of \$400,000 for such an amendment.

Operations Committee:

Jake Mackenzie, Chair

Approved: Date: July 13, 2012