



METROPOLITAN
TRANSPORTATION
COMMISSION

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TDD/TTY 510.817.5769
FAX 510.817.5848
E-MAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Memorandum

Agenda Item 4

TO: Operations Committee

DATE: December 6, 2013

FR: Executive Director

W. I. 1224

RE: 511 Traffic and Transit Contract Actions

- a. Contract Change Order: 511 Traffic Contract: Leidos (formerly Science Applications International Corporation) - two-year extension through FY 15/16 (\$12.6 million)
- b. Contract Amendment: 511 Transit Contract: Leidos (formerly Science Applications International Corporation) - two-year extension through FY 15/16 (\$7.1 million)

This item seeks Committee approval of the above two-year contract extensions with Leidos (formerly Science Applications International Corporation or SAIC) for the 511 Traffic and Transit contracts. On September 27, 2013, Leidos split from SAIC; Leidos retained the portion of the business that performs work for 511 on these two contracts.

Background

511 continues to be the go-to source in the Bay Area for traveler information during both normal conditions and travel disruptions. On average, 511 supports over 2.7 million web user sessions and 710,000 calls per month (see attached PowerPoint). As always, 511 provides critical transportation information for major events, like the 2013 America's Cup and the opening of the new San Francisco-Oakland Bay Bridge, and significant disruptions, like the multi-phased BART strike. During the July strike, the 511.org Home and Traffic pages, and the 511 phone service, achieved record high usage. Additionally, usage of the special alert page was nearly three times higher than the previous record high usage of the Bay Bridge eyebar repair incident special page. Bay Area travelers are increasingly turning to 511 in times of need.

The proposed two-year extension of the Leidos contracts would allow for continued operations and maintenance plus additional system improvements to vital 511 services. Additionally, with the extension, the end dates for all four 511 contracts would be aligned. In accordance with decisions made in *Plan Bay Area*, in 2019, the 511 program budget will decrease by nearly 30%. In preparation for this budget decrease and in anticipation of synergies with other emerging operational programs, such as Express Lanes and Transportation Management Systems, the 511 program will explore a reduction in the number of 511 contracts or possible joint contracting opportunities with these other programs. Staff will return to this Committee in 2015 for approval of any new contract(s) based on an analysis of future 511 program directions, collaboration opportunities, and optimized contractual arrangements.

Leidos continues to perform well on the two 511 contracts, successfully meeting project deadlines and expectations. The team's proactive and thorough approach to updates of

dissemination features, data maintenance, emergency management support, and project development has benefitted the 511 Program. Additionally, Leidos has maintained and built upon their strong relationship with traffic and transit partner agencies, which is critical for providing accurate and timely information to the public.

Contract Actions

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

a. Contract Change Order - 511 Traffic Contract: Leidos (formerly Science Applications International Corporation) - two-year extension through FY 2015-16 (\$12.6 million)

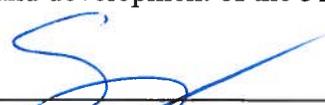
The 511 Traffic Contract is the result of a competitive procurement conducted in 2009 with a five-year base term, which ends June 30, 2014. The contract allows for five years of extensions in increments of MTC's choosing. The traffic contract has been modified through several change orders, but this would be the first extension. Under this proposed contract change order, Leidos would continue regular operations and maintenance of the 511 phone service, traffic and parking pages, and various real-time transit features. Leidos would also make enhancements to these features, expand roadway traffic conditions and parking information coverage, and provide support for major disruptions and regional emergencies. To prepare for future system flexibility and scalability, the contractor will also automate the entry of incident information, complete migration of systems to the Cloud, and launch the Open511 data project.

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract change order with Leidos not to exceed \$12.6 million for a two-year extension to continue operations, maintenance, and development of the 511 Traffic system.

b. Contract Amendment – 511 Transit Contract: Leidos (formerly Science Applications International Corporation) - two-year extension through FY 2015-16 (\$7.1 million)

The 511 Transit Contract is a result of a competitive procurement conducted in 2006 for a four-year base term with the option to extend up to six additional years and has been modified through amendments. At its November 2011 meeting, this Committee approved a contract extension to June 30, 2014. This request is for the third and final extension of the contract. Under the proposed contract amendment, Leidos would continue regular operations and maintenance of the 511 Transit page, including the Transit Trip Planner and the new Enhanced Trip Planner, and the 511 SF Bay Transit app. Leidos would also make enhancements to these features and provide support for major disruptions and regional emergencies, while also completing the Open511 data project and migration of systems to the Cloud to ensure future system flexibility and scalability.

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Leidos not to exceed \$7.1 million for a two-year extension to continue operations, maintenance, and development of the 511 Transit system.



Steve Heminger

SH:sc

J:\COMMITTEE\Operations\2013 Operations Comm Packet\12_Ops_Dec2013\7_511 Contract Actions_Callow.docx

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Change Order

Work Item No.: 1224

Contractor: Leidos (formerly Science Applications International Corporation)
Oakland, CA

Project Title: 511 Traffic Contract

Purpose of Project: Operate, maintain, and further develop the 511 phone system, and the 511 Traffic, Parking, and Real-Time Transit features.

Brief Scope of Work: Extension of period of performance to continue operation and maintenance of the 511 Traffic & Parking website, real-time transit features, 511 phone service, and back-end systems and processes from July 1, 2014-June 30, 2016.

Estimated Project Cost: \$12,600,000 (this change order)
Total Contract before this change order: \$33,538,301
Total Authorized Contract after this change order: \$46,138,300

Funding Source: STP, CMAQ, STA

Fiscal Impact: Fiscal year budgets subject to annual budgetary approval process

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract change order with Leidos for the services described above and in the Executive Director's memorandum dated December 6, 2013, and the Chief Financial Officer is authorized to set aside funds in the amount of \$12,600,000 for such change order.

Operations Committee:

Jake Mackenzie, Chair

Approved:

Date: December 13, 2013

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.: 1224

Contractor: Leidos (formerly Science Applications International Corporation)
Oakland, CA

Project Title: 511 Transit Contract (Regional Transit Information System)

Purpose of Project: Operate, maintain, and further develop the 511 Transit system.

Brief Scope of Work: Extension of period of performance to continue operation and maintenance of the 511 Transit website, trip planners, mobile application, and back-end systems and processes from July 1, 2014-June 30, 2016.

Estimated Project Cost: \$7,100,000 (this amendment)
Total Contract before this amendment: \$25,652,121
Total Authorized Contract after this amendment:
\$32,752,121

Funding Source: STP, STA

Fiscal Impact: Fiscal year budgets subject to annual budgetary approval process

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Leidos for the services described above and in the Executive Director's memorandum dated December 6, 2013, and the Chief Financial Officer is authorized to set aside funds in the amount of \$7,100,000 for such amendment.

Operations Committee:

Jake Mackenzie, Chair

Approved:

Date: December 13, 2013



511 Update and Recommended Contract Actions

December 13, 2013



Drive to Transit 40min (14 min walk) \$4.45 + P Est. total trip CO2 e

DRIVE → PARK → BART → WALK

11:22am → 11:31am → 11:36am → 11:55am

[View More DRIVE TO TRANSIT Trips](#)

Transit Only 50min (22 min walk) \$5.30 Est. total trip CO2 em

WALK → SamTrans → BART → WALK

11:37am → 11:44am → 11:57am → 12:20pm

[View More TRANSIT ONLY Trips](#)



Go-To Source for Regional Events

San Francisco, CA (Change) 51° Weather home » **ALERT** CACHE CREEK CASINO RESORT Check your commute Traffic home »

NO BART SERVICE EXPECT DELAYS INFO AT 511.ORG

SF Bay BART Strike Info

Overview Transit Options Carpooling Commuter Tips Employer Tips

Monday, 10/21: BART Unions Remain on Strike.

THE BAY BRIDGE WILL BE CLOSED LABOR DAY WEEKEND 2013

Beginning 8:00 p.m. Wednesday, Aug. 28
The bridge will reopen by 5 a.m. Tuesday, Sept. 3

New Bay Bridge!
Find out helpful tips for driving on the new East Span and plan a visit to the new bicycle/pedestrian path.

511 SF Bay Sponsored

Plan for service disruption; visit alert.511.org for the latest info, tips and options.

San Francisco DEM @SF_emergency RT @sfmta_muni: Reminder: For BART Strike Transportation Alternatives in SF visit alert.511.org. For Muni service...

Caltrain @Caltrain_News #BARTstrike: Commute alternatives for tomorrow's morning hustle: bit.ly/BART511 #BART @511SFBay

511 Bay Area @511SFBay #BARTstrike Carpool HOV 3+ 5 AM to 7 PM between Carquinez Bridge and the Bay Bridge toll plaza. Visit alert.511.org

SFMTA @sfmta_muni Reminder: For up to date Bay Area wide svr info in case of BART strike visit alert.511.org. For Muni visit goo.gl/3wTVG.

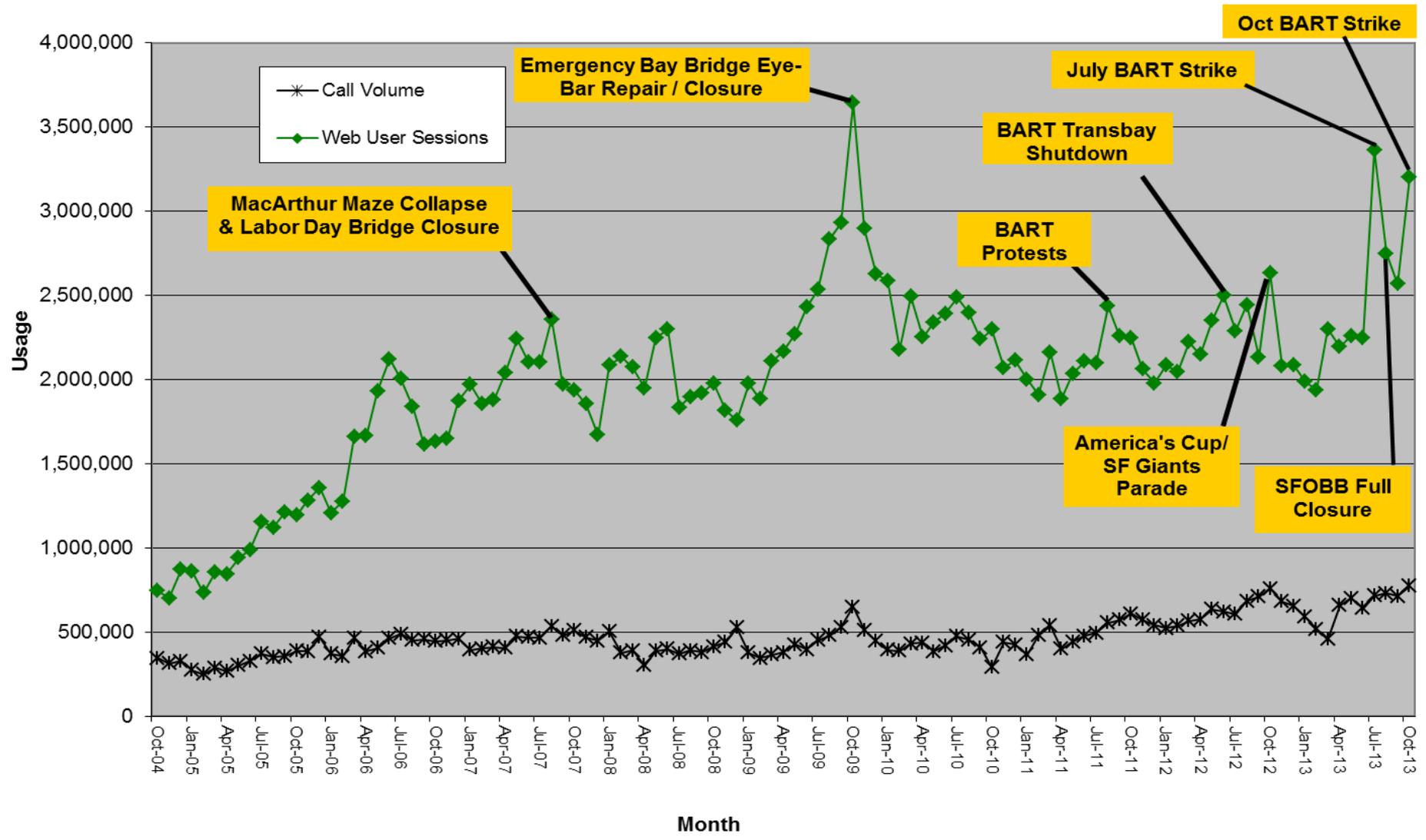
34th AMERICA'S CUP SAN FRANCISCO 2013 **SUMMER OF RACING** SAN FRANCISCO, JULY 4 - SEPTEMBER 21, 2013

Overview Transit Biking Walking Driving & Parking

511 is proud to be the one-stop source of transportation information for the 34th America's Cup. The America's Cup Summer of Racing kicks off on July 4th and includes three months of hard-fought competition, for the oldest trophy in international sport on San Francisco Bay.

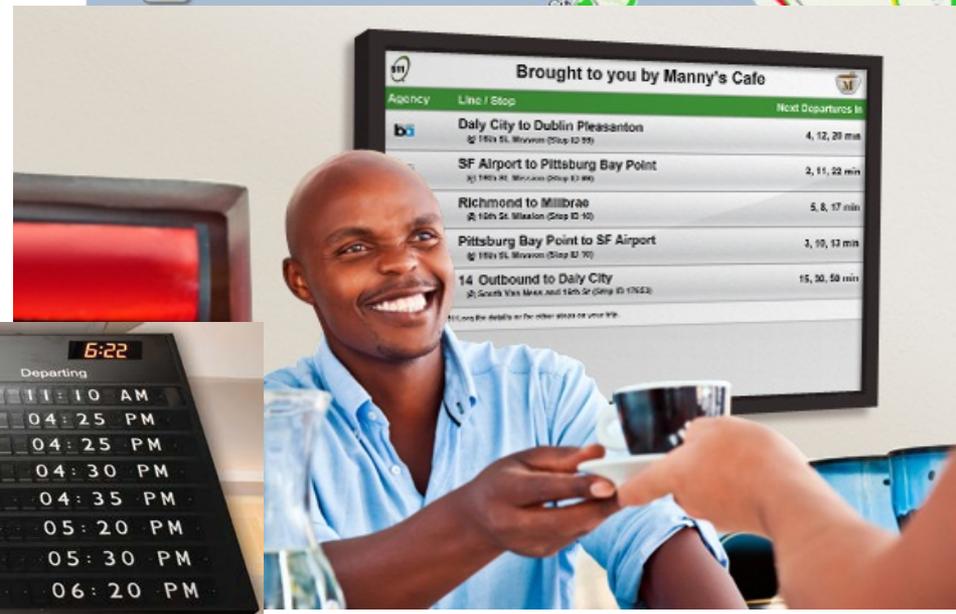


Monthly Usage Statistics





Recent Traffic Contract Achievements



Ferry Departures 6:22

Ferry To	Gate	Remarks	Departing
PIER 41 VALLEJO	B		11:10 AM
LARKSPUR	D		04:25 PM
TIBURON	B		04:25 PM
VALLEJO	B		04:30 PM
HARBOR BAY	E		04:35 PM
ALAMEDA OAKLAND	E		05:20 PM
SAUSALITO	D		05:30 PM
PIER 41	E		06:20 PM



Recent Transit Contract Achievements

511 Enhanced Trip Planner BETA FAQ Give your Feedback ?

A 1999 Harrison St, Oakland Edit Trip | New Trip

B 101 California St, San Francisco

Depart at 11:25 AM on Wed Nov 20 2013

Overview **Drive Only** (3 Trips) Drive to Transit (4 Trips) Transit Only (4 Trips)

Drive Only 20min \$10.44 + P (11.6 mi) Email Print

Est. total trip CO2 emission is 11 lbs

DRIVE

11:25am → 880 Entry Highway → 80 Final Highway → 11:45am

View More DRIVE ONLY Trips Show Details

Drive to Transit 26min (11 min walk) \$4.05 + P Email Print

Est. total trip CO2 emission is 2 lbs

DRIVE → PARK → BART → WALK

11:27am → 11:35am → 11:40am → 11:49am → 11:53am

View More DRIVE TO TRANSIT Trips Show Details

Transit Only 28min (15 min walk) \$3.15 Email Print

Est. total trip CO2 emission is 1.5 lbs

WALK → BART → WALK

11:25am → 11:34am → 11:49am → 11:53am

View More TRANSIT ONLY Trips Show Details

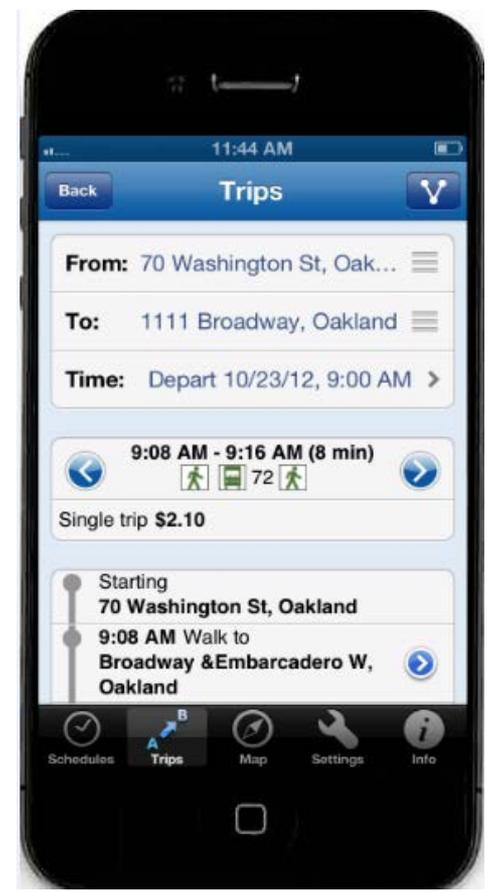
Driving times use available historical avg. traffic speeds, otherwise posted speeds

Average Estimated CO2 emission per mile for your Drive Only trip = 0.53 lb/mi.

Your emission will be approx. **11 lbs of total CO2** by taking this Drive Only trip compared to:

2 lbs of total est. CO2 emission for the Drive to Transit trip in the Overview tab.

1.5 lbs of total est. CO2 emission for the Transit Only trip in the Overview tab.



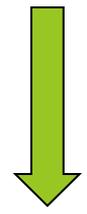


Schedule of Contracts & Procurements

New 511 contract(s) in place

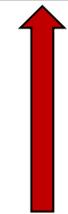
- Opportunity for:
- Assessing future 511 Program direction
 - Reducing # of 511 contracts
 - Aligning with other MTC operational programs

Recommended extension options



Current 511 Contracts	FY 09/10	FY 10/11	FY 11/12	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	FY 20/21
511 Traffic Contract (Leidos)	Base	Base	Base	Base	Base	Ext	Ext	Poss	Poss	Poss		
511 Transit Contract (Leidos)	Base	Base	Base	Base	Base	Ext	Ext					
511 Web Services Contract (CRG)			Base	Base	Base	Base	Base	Poss	Poss	Poss	Poss	Poss
Reg'l Rideshare Program Contract (PB)			RRBP & County Funding Agreements (through FY 15/16)					Poss	Poss	Poss	Poss	Poss

Notes:
 1. Contract includes 511 Rideshare/Bicycling web mgmt and overall 511 communications support



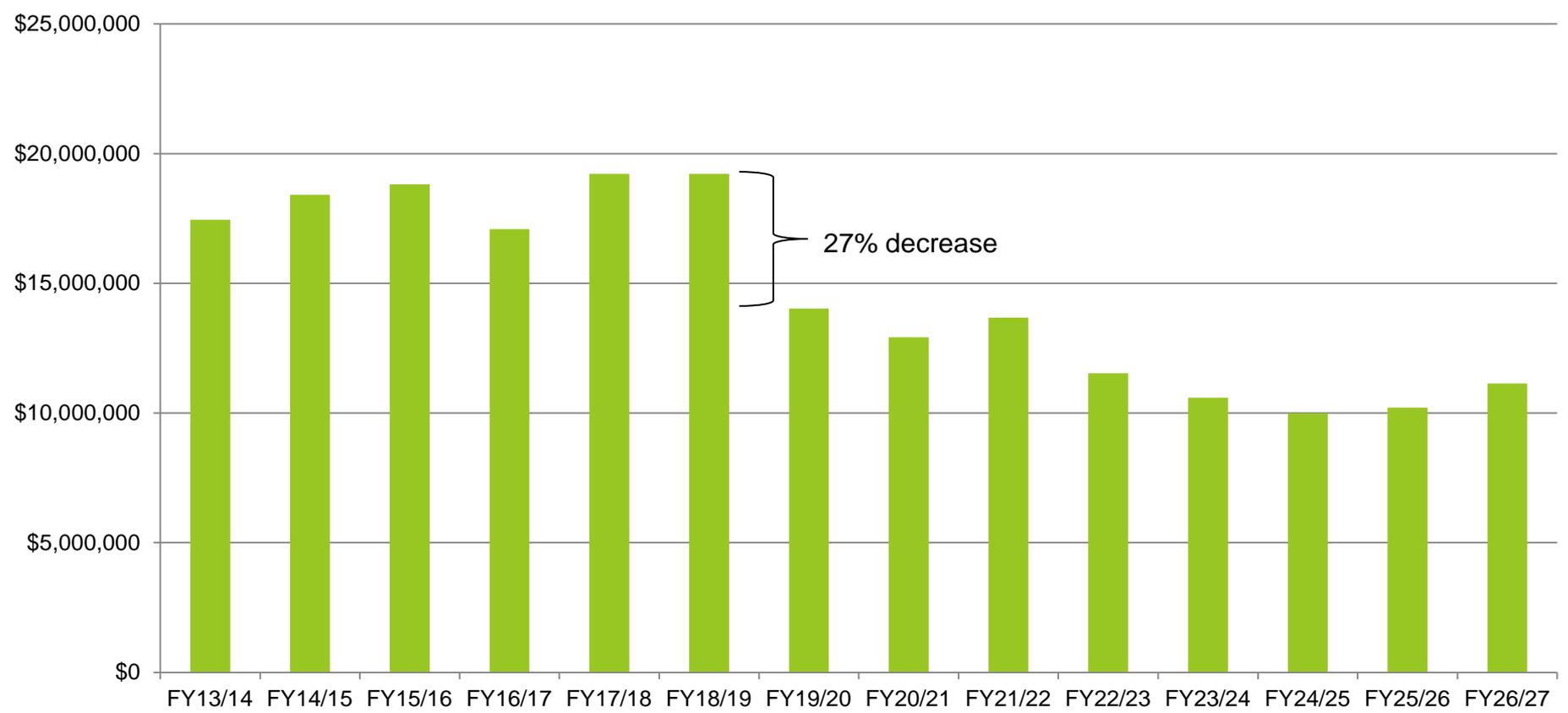
Express Lane operations begins

Legend

- base contract
- recommended extension
- possible additional extensions



Total 511 Long Term Budget



*reflects Traffic, Transit, Web, and Rideshare with 2.2% annual inflation



Recommendation & Next Steps

- **Recommendation:** Extend Leidos 511 Traffic & Transit contracts through June 2016
- Next Steps:
 - 1) Determine approach for next contract(s) within the context of 511 Program goals and other emerging MTC operational programs (Dec 2013-Mar 2014)
 - 2) Procure and execute new contract(s) (Apr 2014-Dec 2015)
 - 3) Begin new contract(s), overlapping with existing Leidos contracts (Jan 2016)