



Board Report

File #: 2015-0442, File Type: Contract

Agenda Number: 2.

SAFE BOARD MEETING
JUNE 25, 2015

SUBJECT: CONTRACT NO. 06SAFE035 MOTORIST AID TRAVELER INFORMATION SYSTEM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. authorizing the Chief Executive Officer to execute Modification No. 36 to Contract No. 06SAFE035 - **Motorist Aid Travelers Information System (MATIS) with the IBI Group Inc. (IBI)** to extend the period of performance by 24 months from July 1, 2015 to June 30, 2017, and increase the contract value by \$7,795,919, from \$36,111,432 to \$43,907,351; and
- B. approving an increase to Contract Modification Authority (CMA) for Contract No. 06SAFE035, MATIS with IBI to support the system improvements in the amount of \$779,592; thereby, increasing the total CMA from \$5,656,106 to \$6,435,698.

ISSUE

Southern California 511, a component of the MATIS Program, is an operational system that provides real-time traveler information and motorist aid services. The current vendor operates the system. Since program implementation, technology has progressed to a point where the current system is outdated and becoming more difficult to maintain. While staff is focused on procurement, development, integration and deployment of a new 511 system; in the interim, the requested modification is necessary to address the following:

- The current contract is set to expire on June 30, 2015, requiring a 24 month extension to provide sufficient time to retain a new contractor and to seamlessly transition the service. The time extension will allow for concurrent operation of the two systems to ensure a smooth migration from the existing to the new system.
- Since 511 is an operational system, there are a number of unforeseen issues that arise requiring additional funding. Examples of these are:
 - Transit Partners Joining

- Application Program Interface update
- Telephone System updates
- Real-time arrivals predictions from transit providers
- Interactive Voice Recognition Call Flow Improvements
- Support of the TAP program
- Mobile Application Improvements
- ExpressLanes, ExpressPark, Veterans Transportation and Community Living Initiative and Motorist Aid Support

All proposed updates subject to negotiation prior to implementation to ensure fiscal responsibility by LA SAFE.

Additionally if the selected contractor completes the development, integration, and deployment of the new 511 system prior to the conclusion of this extension, the extension will be terminated resulting in a cost savings.

DISCUSSION

Background

On February 28, 2008, the Los Angeles Service Authority for Freeway Emergencies (LA SAFE) Board awarded a 10-year, Fixed Price, indefinite quantity contract to IBI Group, Inc. for the development, deployment, operation, and maintenance of MATIS in an amount not-to exceed \$34,000,000, inclusive of two, two-year options, and a 10% CMA. MATIS evolved to become the Southern California 511 Program, an operational system that provides real-time traveler information and motorist aid services to approximately 400,000 users per month. Southern California 511 was designed and developed by LA SAFE in partnership with Los Angeles County Metropolitan Transportation Authority (Metro), Orange County Transportation Authority, Ventura County Transportation Commission, California Highway Patrol and the California Department of Transportation. In accordance with the mandates of § 5306 of the 2005 Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the regional 511 system ensures that the Los Angeles County region meets the requirement regarding deployment of a national, inter-operable 511 Traveler Information system. Over the past years through board approved modifications, the contract amount has been increased to \$36,111,432.

Existing Technology

Technology has progressed to a point where the current system is outdated and is becoming difficult to maintain. The requested modification is necessary to allow staff to extend the contract to June 30, 2017, to allow for the development, procuring and implementation of a new state-of-the-art 511 system.

As a result of user feedback, requests from partner agencies, and technological changes to improve the reliability/accuracy of data, the original design and development of Southern California 511 has undergone changes. Additional funding is required to support pending and unforeseen operational

needs, maintenance requirements, and system improvements due to the addition of new transit partners and traffic data sources.

As an on-going operation and technology based service, it was anticipated that there will be a continuing need to improve services and provide additional features. The improvements to date have resulted in the provision of more reliable information to the public enabling Southern California 511 to support major events such as:

- Amber Alerts
- 405 Bridge Bash
- 60 Summer Slam
- 405 Construction closure updates
- Carmageddon I&II
- Caltrans reoccurring maintenance closures
- Unanticipated major incidents

Currently, there are a number of additional improvements slated for 2015 that will further enhance the types of information and quality of service provided by Southern California 511. The following are improvements either pending or under consideration for which the new CMA is requested:

- Integration of Torrance Transit-Bus Arrival Information System;
- Integration of Montebello Transit-Bus Arrival Information System;
- Integration of Antelope Valley Transit-Bus Arrival Information System;
- Integration of Real-time traffic data from Nokia for the 5 County Area
- Integration of Veterans' transportation information (VetsGo511);
- Improvements of the web-site;

Next Generation 511

It is anticipated that by June 2017, the next generation Southern California 511 system will be fully implemented and operational. The updated system will utilize current and expandable technologies and be scalable to accommodate the anticipated rapid growth in partners. Lessons learned from the initial deployment will be incorporated into the work plan for the next generation 511 as staff strives to make the new system more agile, responsive, user-friendly and easier to maintain.

DETERMINATION OF SAFETY IMPACT

A critical role of effectively managing freeway incidents is the prompt and accurate dissemination of information to the public. This action will enable MATIS to improve its operations to provide enhanced and more actionable information to the public thereby reducing congestion and possible safety impacts.

FINANCIAL IMPACT

LA SAFE budgeted \$3,600,000 in the FY 16 proposed budget for this effort in cost center 3351, LA

SAFE, 300209, Traveler Information Services - Contract Services.

Since this is a multi-year contract, the cost center manager and Executive Officer will be accountable for budgeting the cost in future years, including any options exercised.

ALTERNATIVES CONSIDERED

The SAFE Board may elect not to approve these recommendations. This option is not recommended as SAFE will no longer be able to provide this service on which approximately 300 thousand monthly users and many partner agencies rely.

NEXT STEPS

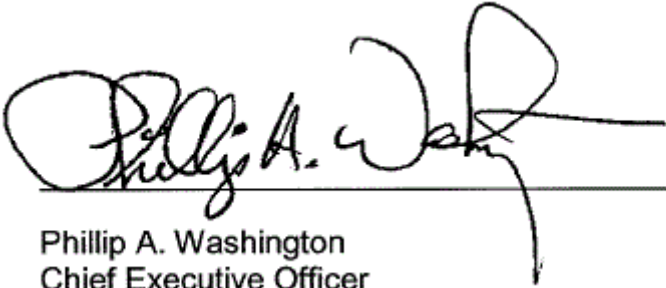
Upon Board approval, staff will execute the Modification.

ATTACHMENTS

- A. Procurement Summary
- B. Contract Modification/Change Order Log

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