



Board Report

File #: 2015-0888, **File Type:** Contract

Agenda Number: 2.

**SAFE BOARD MEETING
OCTOBER 22, 2015**

SUBJECT: 511, RIITS, AND CALL BOX TECHNICAL SUPPORT SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award and execute a three-year, firm fixed unit rate Contract No. PS330290011455 to Jennillian Corporation in the amount not-to-exceed \$623,598 for **technical support services from November 1, 2015 through October 31, 2018.**

ISSUE

Los Angeles County Service Authority for Freeway Emergencies (LA SAFE) is responsible for providing motorist aid services in the Southern California Region. These regional services include 1) Southern California 511 (511); 2) Regional Integration of Intelligent Transportation System (RIITS) support for the 511 system; and 3) the Kenneth Hahn Call Box System (Call Box). These three distinct, yet, inter-related operations require technical expertise and knowledge in a variety of technical fields.

This contract award will ensure that LA SAFE has sufficient technical resources available to support these programs.

DISCUSSION

This contract will continue to provide LA SAFE with the resources to assure adequate assistance for technical support, technical reviews; implementation, integration, and development of call center systems; development and implementation of the 511 system, RIITS; and Call Box systems operations and maintenance; as well as assistance in identifying opportunities to improve and enhance 511, RIITS and Call Boxes.

LA SAFE operates and manages the Southern California 511 Travelers Information System. 511 is a complex Advanced Traveler Information System (ATIS) providing information about traffic, transit, and commuter services in Los Angeles, Orange, Ventura, Riverside and San Bernardino counties.

511 offers real-time traveler information to the public through a sophisticated Interactive Voice Response (IVR), a website (go511.com), and a mobile application (go511). Operations of 511 require knowledge and expertise in a variety of technical skills including data integration, voice

recognition, and GIS mapping.

LA SAFE currently owns and operates the Kenneth Hahn Call Box System comprised of approximately 1,700 call box sites located on the freeways, highways, and unincorporated county roads throughout Los Angeles County. The call box system was established to provide motorist aid service to the public and is a motorist aid resource safety net. Operations of call box system require knowledge and management of a variety of technical issues including items such as maintenance data integration, Americans with Disabilities Act compliance and integration and upgrading, software and hardware updates and cellular communications upgrading.

RIITS consists of a technical data system collection and dissemination that exchanges near real time operational transportation data to a variety of public agencies. RIITS integrates and presents transportation information on a regional map, a website, and provides data feeds to allow government agencies and private companies access to the data to share with the public. RIITS is a prime source of data for 511.

DETERMINATION OF SAFETY IMPACT

The Board action will not have an impact on the safety of SAFE's patrons or employees.

FINANCIAL IMPACT

Funding for this service is included in the FY 16 budget in Cost Center 3351, project 300209, LA SAFE Professional Services.

Since this is a multi-year project, the cost center manager and the Executive Officer of LA SAFE will continue to be responsible for budgeting in future years.

Impact to Budget

Funding for this SAFE project is from the Department of Motor Vehicle Registration Fees, which is not eligible for bus and rail operations

ALTERNATIVES CONSIDERED

The LA SAFE Board may elect not to approve this recommendation. This option is not recommended as LA SAFE does not have the in-house expertise or resources to provide these critical technical services.

NEXT STEPS

Upon Board approval, staff will execute the Contract.

ATTACHMENTS

Attachment A - Procurement Summary for PS330290011455

Attachment B - DEOD Summary for PS330290011455

Attachment C - Funding/Expenditure Plan for PS330290011455

Prepared by:

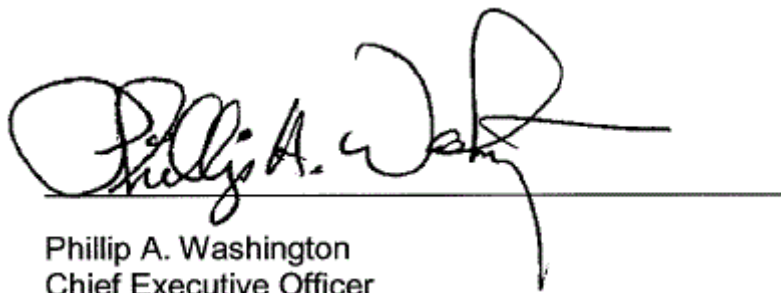
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