



## CVR-SAFE Committee

## Item #17-8-2 Action

July 27, 2017

### Contract Renewal for 511/STARNET Operations and Maintenance

**Issue:** Should the Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) Committee recommend that the CVR-SAFE Board authorize a two-year contract renewal for 511/STARNET operations and maintenance?

**Recommendation:** That the CVR-SAFE Committee recommend that the CVR-SAFE Board authorize the CEO to extend the contract with Castle Rock Associates Inc. for two years, through September 2019, for an amount not to exceed \$750,000 to support 511/STARNET operations and maintenance, with an option for a one-year extension thereafter.

**Discussion:** In April 2008, the CVR-SAFE Board authorized the negotiation of a contract with Castle Rock Associates, Inc. for \$3.5 million to develop the region's current 511 platforms, including apps, multiple bandwidth websites, Integrated Voice Recognition telephony, as well as data integration. Underlying the 511 system is the Sacramento Transportation Area Network (STARNET) system. STARNET integrates continuous feeds of real-time information about the condition of the transportation system and processes it for regional distribution. The resulting information is used by many different audiences, including city and county traffic operations centers, emergency responders, private sector application developers, businesses, residents, and visitors through direct communication feeds, the sacregion511.org website and 511 telephone service, mobile apps and other websites.

The real-time open data feeds provided through the 511/STARNET system represent one of the biggest open data sets in the region. The system supports sharing of real-time data, video, and signal coordination information, providing a platform to manage cross jurisdiction congestion on roadways and public transit, while keeping the region's public safety community fully informed. A major application using STARNET data feeds is Google's trip planner, which estimates trip times based on current conditions and shows real-time traffic conditions on roadway segments.

One of the major reasons Castle Rock was originally selected as the vendor to develop the 511/STARNET system was their open platform and unique standing as a 511 system developer for a multi-agency collaborative across North America. Besides the CVR-SAFE, the Castle Rock product is used by states and agencies including Idaho, Indiana, Iowa, Kentucky, Maine, Nebraska, New Hampshire, New York State, Rhode Island, Louisiana, Minnesota, New York State Through Way, and San Diego, as well as provinces in Canada. Some of these states and agencies directly contract for services as SACOG has done. Others have obtained services through the "CARS Group" (named after the original FHWA pooled fund study, Condition Acquisition Reporting System Group). The CARS Group is made up of states and agencies that have worked with Castle Rock on their 511 systems through a contract run by the State of Iowa,

in which the State of Iowa pays Castle Rock's invoices and then invoices each partner agency on a quarterly basis for their Castle Rock services.

As development of the 511/STARNET system was completed, in 2015 as part of the CVR-SAFE Strategic Plan implementation, staff recommended and the CVR-SAFE Board approved entering into a two-year contract with Castle Rock for operations and maintenance of the system through September 2017. The scope of work and costs for this contract were determined through a process of engagement with the CARS Group. The rates charged by Castle Rock are discussed and agreed to at an annual meeting of CARS Group members and agencies that directly contract with Castle Rock, such as SACOG. Costs are split based on volumes and usage. Variable costs for call volumes and long distance charges are directly passed through from Verizon to Castle Rock to group members, at group rates.

Staff is recommending an extension of the Castle Rock contract for two more years, with an option for one one-year extension. In May 2017, the CARS Group held its annual meeting to determine the Castle Rock work scope and costs for the contracts of the various CARS Group agencies and direct contractors. SACOG's cost for the first year of the proposed contract extension would be \$359,766 for the identified scope of work, which includes ongoing operations and maintenance of the 511/STARNET system, open data hub and Waze integration. The annual cost has been included in the FY 2017/18 CVR-SAFE budget, and sufficient CVR-SAFE funds are available to cover costs through the life of the extended contract.

At the same time, through the RFQ authorized by the board, SACOG, Caltrans and Regional ITS Partnership staff are in the process of selecting a consultant to undertake the regional Intelligent Transportation System (ITS) master planning effort. Part of the consultant's charge is to assess the 511/STARNET system and make recommendations for potential improvements to the system. Also, the State of Iowa has now decided to break away from its CARS Group role and pursue its own contract for direct 511/STARNET services through issuing a new RFP. The results of the State of Iowa's procurement, and the regional ITS effort over the next 18 months, will help guide SACOG's approach and recommendations to the Committee concerning the 511/STARNET system and future contracting for services, before the renewed Castle Rock contract expires.

Approved by:

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