



**Item #17-9-2  
Consent**

**CVR-SAFE Board of Directors**

September 7, 2017

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

**Issue:** Should the Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) Board authorize two-year contract renewals for 511/STARNET operations and maintenance and the Open Data Hub?

**Recommendation:** The CVR-SAFE Committee recommends that the CVR-SAFE Board authorize the CEO to: 1) extend the existing contract with Castle Rock Associates Inc. for two years, from September 2017 through September 2019, for an amount not to exceed \$750,000 to support 511/STARNET operations and maintenance, including an option for a one-year contract extension; and 2) extend the existing contract with Castle Rock Associates for two years, from September 2017 through September 2019, for an amount not to exceed \$170,000 to support the Open Data Hub, including an option for a one-year contract extension.

**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 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 that is being developed using STARNET data feeds is real time General Transit Feed Specification (GTFS). Real time GTFS will help integrate real-time transit arrival and departure information, which in turn will help travelers and local agencies make better decisions in managing congestion during events and incidents.

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, Castle Rock clients include the state departments of transportation in Idaho, Indiana, Iowa, Louisiana, Minnesota, and Nebraska, as well as the New York State Thruway Authority and the Valley Transportation Authority in San Jose. 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. The Board also approved entering into a second contract with Castle Rock for work negotiated by the CARS Group on an open data hub that integrates data for dissemination to public.

Staff is recommending an extension of SACOG's two Castle Rock contracts for two more years, with an option for one one-year extension in each contract. 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 extensions would be \$359,766 for ongoing operations and maintenance of the 511/STARNET system, and \$85,000 for continuing support of the open data hub and integration of Waze into 511/STARNET. Sufficient CVR-SAFE funds are available to cover costs through the life of both contracts, and annual costs will be budgeted as needed.

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 Smart Region Intelligent Transportation System (ITS) and Future Technologies 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 contracts expire.

Approved by:

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