

Motion No. M2019-43

Operations Performance Reporting Software

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience & Operations Committee	05/02/2019	Final Action	Michael Harbour, Deputy CEO Jason Weiss, Chief Information Officer

Proposed action

Authorizes the chief executive officer to execute a contract with Estrada Consulting, Inc. to provide operations performance reporting system replacement software in the amount of \$5,000,000 plus applicable taxes, contingent upon Board approval to amend the Adopted 2019 Budget through Resolution No. R2019-13.

Key features summary

- The operations performance reporting system replacement software will update the existing Link operational performance reporting tool to streamline and improve the way operational performance data is collected, stored, analyzed, and shared.
- The Operations Department uses performance data for internal and customer-facing needs in four main ways:
 - For making data driven business decisions.
 - To share with the public and respond to public information requests.
 - To oversee and monitor partner agreements.
 - To submit annually to the National Transit Database (NTD), which is a requirement of transit agencies that receive federal funding.
- The new Operations Performance Reporting System replacement software is more scalable than the current system and can accommodate operational performance data from other modes like Sounder, ST Express, Tacoma Link, and Bus Rapid Transit.
- The new system will also provide a more user-friendly way to interact and analyze the data collected.
- This contract will be for three years with two one-year option years. Requested funding under this action will cover the initial term of three years, and staff will return to request additional funding if Sound Transit wants to execute the option years.
- Applicable taxes for this contract are currently estimated to be \$505,000.

Background

The current Link Operations Reporting System is not flexible or scalable to accommodate future significant changes to Sound Transit's light rail service. The reporting tool is responsible for delivering Link ridership and key performance data to the agency. Future extensions and the addition of other routes for Link add a level of complexity that the current system is unable to handle.

Along with satisfying the agency's reporting needs, the new system will focus on a flexible and robust data model to handle large-scale system changes in the future. This new system also will help improve Sounder, ST Express, and Tacoma Link reporting processes and will provide for STRIDE (Bus Rapid Transit) performance reporting when it comes on-line.

Procurement information

Procurement and Contracts issued RFP RTA/RP 0128-18 on August 7, 2018, for the purpose of procuring an Operations Performance Reporting System replacement. A Request for Proposal (RFP) process was determined to be the best method of this procurement for these services as the agency wanted to select a solution based qualitative factors other than cost alone. Selection criteria included: (1) Project Approach; (2) Knowledge and Current Experience of Key Individuals; (3) Price; (4) Firm's Experience and History; and (5) Commitment to and Compliance with Equal Employment Opportunity Law.

On September 26, 2018, the agency received five proposals in response to this RFP. Upon completion of initial evaluation, the agency requested revised proposals from all firms. Evaluation of revised proposals occurred on January 8, 2019, and as a result, Estrada Consulting, Inc. was found to have provided the proposal that was in the best interest of the agency and therefore was selected to provide these services.

Fiscal information

Resolution No. R2019-13 increases the authorized project allocation to date for the Information Technology Program to \$113,535,531. Within the administrative capital phase of \$89,151,270, \$6,000,000 has been allocated to the budget line item for Operations Performance Reporting System replacement. The proposed action would commit \$5,000,000 plus applicable taxes to this line item and leave a budget balance of \$57,575,549 in the administrative capital phase.

Information Technology Program

(amounts in thousands)

Project Phase	Authorized Project Allocation	Board Approvals	This Action	Board Approved Plus Action	Uncommitted / (Shortfall)
Admin Capital	\$89,151	\$26,071	\$5,505	\$31,576	\$57,576
Agency Administration	14,305	2,512		2,512	11,793
Prelim Engineering/Env Review	10,079	1,396		1,396	8,683
Total Current Budget	\$113,536	\$29,979	\$5,505	\$35,484	\$78,052

Admin Capital Phase	Authorized Project Allocation	Board Approvals	This Action	Board Approved Plus Action	Uncommitted / (Shortfall)
Operations Performance Reporting	\$6,000	\$272	\$5,505	\$5,777	\$223
Other Admin Capital	83,151	25,798		25,798	57,353
Total Current Budget	\$89,151	\$26,071	\$5,505	\$31,576	\$57,576

Estrada Consulting, Inc.	Board Approvals to Date	Approved Contract Status	Proposed Action	Total for Board Approval
Contract Amount	\$	\$	\$5,000	\$5,000
Estimated Taxes	-	-	505	505
Contingency Amount	-	-	-	-
Total Contract (plus estimated taxes)	\$	\$	\$5,505	\$5,505

Notes:

Board Approvals = Committed To-Date + Contingency as of March 2019 and includes pending Board actions.
 For detailed project information, see page 302 in the 2019 Financial Plan & Adopted Budget.

Disadvantaged and Small Business Participation

Sound Transit promotes and encourages small business participation, which also includes disadvantaged business enterprises (DBEs). Small business and DBE goals are based upon an examination of subcontracting opportunities contained in the work of this contract and the number of small businesses/DBEs available to perform such subcontracting work.

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would not create a significant impact to the project schedule.

Environmental review – KH 4/24/19

Legal review – AJP 4/25/19

Motion No. M2019-43

A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute a contract with Estrada Consulting, Inc. to provide operations performance reporting system replacement software in the amount of \$5,000,000 plus applicable taxes, contingent upon Board approval to amend the Adopted 2019 Budget through Resolution No. R2019-13.

Background

The current Link Operations Reporting System is not flexible or scalable to accommodate future significant changes to Sound Transit's light rail service. The reporting tool is responsible for delivering Link ridership and key performance data to the agency. Future extensions and the addition of other routes for Link add a level of complexity that the current system is unable to handle.


Along with satisfying the agency's reporting needs, the new system will focus on a flexible and robust data model to handle large-scale system changes in the future. This new system also will help improve Sounder, ST Express, and Tacoma Link reporting processes and will provide for STRIDE (Bus Rapid Transit) performance reporting when it comes on-line.

The Operations Department uses performance data for internal and customer-facing needs in four main ways: for making data driven business decisions; to share with the public and respond to public information requests; to oversee and monitor partner agreements; and to submit annually to the National Transit Database (NTD), which is a requirement of transit agencies that receive federal funding.

Motion


It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute a contract with Estrada Consulting, Inc. to provide operations performance reporting system replacement software in the amount of \$5,000,000 plus applicable taxes, contingent upon Board approval to amend the Adopted 2019 Budget through Resolution No. R2019-13.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on May 2, 2019.



Paul Roberts
Rider Experience and Operations Chair

Attest:



Kathryn Flores
Board Administrator