

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	July 8, 2009
TO:	Riverside County Transportation Committee
FROM:	Plans and Programs Committee Brian Cunanan, Commuter Assistance Manager
THROUGH:	Anne Mayer, Executive Director
SUBJECT:	Fiscal Year 2009/10 Agreements for Regional Rideshare Services

PLANS AND PROGRAMS COMMITTEE AND STAFF RECOMMENDATION:

This item is for the Commission to:

- 1) Approve Agreement No. 07-45-077-05 with the San Bernardino Associated Governments (SANBAG) as part of the Commission’s continuing bi-county partnership with SANBAG to deliver commuter and employer rideshare services for FY 2009/10;
- 2) Approve Agreement No. 09-41-075-00 with the Los Angeles Metropolitan Transportation Authority (Metro); Agreement No. 07-41-115-07 with Orange County Transportation Authority (OCTA); and Agreement No. 06-41-082-04 with the Ventura County Transportation Commission (VCTC) for regional ridematching services; and
- 3) Authorize the Executive Director, pursuant to legal counsel review, to execute the agreements on behalf of the Commission.

BACKGROUND INFORMATION:

Since 1993, SANBAG has contracted with the Commission to develop, implement and manage a Commuter Assistance Program (CAP) for San Bernardino County commuters. The program consists of several projects.

- *Option Rideshare*, developed as a “sister” incentive project to the Commission’s Measure A commuter incentive project *Advantage Rideshare*, focuses on encouraging solo drivers to try alternative commute modes.
- *Team Ride*, modeled after the Commission’s *Club Ride* Program, provides discounts at local merchants and entertainment venues for long-term ridesharers.
- *Inland Empire Commuter Services* (IECS), was jointly established by SANBAG and the Commission in FY 1995/96 when it was determined by the two agencies that the Inland Empire would assume direct responsibility for the provision of local employer rideshare services. IECS provides various

services to employers in the bi-county area including the provision of marketing promotions, rideshare survey processing, technical assistance, employer network meetings and electronic newsletters.

- In FY 2002/03, the Commission and SANBAG began providing *Ridematching* and *Teleservices* directly.
- The FY 2009/10 contract contains a new program element, *Inland Empire 511*, which was approved by the SANBAG Board at its May 2009 meeting and by the Commission in June 2009.

Based on SANBAG staff's guidance, the Commission has developed a FY 2009/10 work plan and budget for continuation of SANBAG's CAP comprised of employer services, rideshare incentive and rewards programs, and the development and implementation of 511 services. The proposed agreement between SANBAG and the Commission that defines the terms and conditions regarding project goals, budgets, reporting, invoicing, and payment for services rendered was approved by SANBAG's Board at its June 3, 2009 meeting. This approval includes an allocation of Measure I and CMAQ funds for its CAP. Staff is seeking Commission approval to enter into the agreement for FY 2009/10 in an amount not to exceed \$1,900,500.

The Commission's role in transportation demand management also extends beyond the boundaries of the Inland Empire. Since 2002, the Commission has led the way in implementing, operating, and maintaining the regional rideshare database (Regional Database) to support a coordinated and efficient ridematching service throughout a five county region. Specifically, this entails processing commuter surveys, data retrieval, project reporting, rideguide generation, network security, system maintenance and operation. Metro, OCTA, SANBAG, and VCTC have contracted with the Commission for the administration of the Regional Database for the past seven years.

Metro, OCTA, and VCTC are in the process of amending and seeking approval of their agreements with the Commission to extend the term through FY 2009/10. Funding of the Regional Database is split amongst the five county transportation commissions (CTC) based on population percentage split. Staff is seeking Commission approval to enter into agreements with the CTCs for FY 2009/10 in an amount not to exceed \$353,000.

Financial Information					
In Fiscal Year Budget:	Yes	Year:	FY 2009/10	Amount:	\$2,253,500
Source of Funds:	SANBAG Measure I – TMEE, and CMAQ Metro, OCTA, and VCTC funds			Budget Adjustment:	No
GLA No.:	263 41 41203 P2111,2112, 2127, 2139, 263 41 41403 P2193,2113,2147,2182,2178				
Fiscal Procedures Approved:	<i>Theresa Trevino</i>			Date:	6/16/2009

Attachments:

- 1) FY 2009/10 SANBAG Agreement and Scope of Work
- 2) FY 2009/10 Regional Ridematch Database Services Scope of Work

SANBAG Contract No. 09-190

by and between

San Bernardino Associated Governments

and

Riverside County Transportation Commission

for

Implementation of FY 2009/10 Trip Reduction/Rideshare and 511 Program

FOR ACCOUNTING PURPOSES ONLY				
<input checked="" type="checkbox"/> Payable	Vendor Contract # <u>RCTC</u>	Retention:	<input checked="" type="checkbox"/> Original	
<input type="checkbox"/> Receivable	Vendor ID _____	<input type="checkbox"/> Yes _____ % <input type="checkbox"/> No	<input type="checkbox"/> Amendment	
Notes:				
Original Contract:	\$ <u>1,900,500</u>	Previous Amendments Total:	\$ _____	
Contingency Amount:	\$ _____	Previous Amendments Contingency Total:	\$ _____	
		Current Amendment:	\$ _____	
		Current Amendment Contingency:	\$ _____	
Contingency Amount requires specific authorization by Task Manager prior to release.				
Contract TOTAL →			\$ <u>1,900,500</u>	
↓ Please include funding allocation for the original contract or the amendment.				
<u>Task</u>	<u>Cost Code</u>	<u>Funding Sources</u>	<u>Grant ID</u>	<u>Amounts</u>
<u>406</u>	<u>6506</u>	<u>SCAB CMAQ</u>	<u>662</u>	<u>\$ 358,215</u>
<u>406</u>	<u>6506</u>	<u>MDAB CMAQ</u>	<u>661</u>	<u>\$ 119,405</u>
<u>406</u>	<u>6506</u>	<u>Measure I-TMEE</u>	<u>i308</u>	<u>\$ 61,881</u>
<u>406</u>	<u>6504</u>	<u>SCAB CMAQ</u>	<u>662</u>	<u>\$ 304,765</u>
<u>406</u>	<u>6504</u>	<u>MDAB CMAQ</u>	<u>661</u>	<u>\$ 101,588</u>
<u>406</u>	<u>6504</u>	<u>Measure I-TMEE</u>	<u>i308</u>	<u>\$ 52,647</u>
<u>406</u>	<u>6514</u>	<u>SCAB CMAQ</u>	<u>662</u>	<u>\$ 142,091</u>
<u>406</u>	<u>6514</u>	<u>MDAB CMAQ</u>	<u>661</u>	<u>\$ 47,364</u>
<u>406</u>	<u>6514</u>	<u>Measure I-TMEE</u>	<u>i308</u>	<u>\$ 24,546</u>
<u>406</u>	<u>6516</u>	<u>SCAB CMAQ</u>	<u>662</u>	<u>\$ 33,199</u>
<u>406</u>	<u>6516</u>	<u>MDAB CMAQ</u>	<u>661</u>	<u>\$ 11,066</u>
<u>406</u>	<u>6516</u>	<u>Measure I-TMEE</u>	<u>i308</u>	<u>\$ 5,735</u>
<u>406</u>	<u>6512</u>	<u>SCAB CMAQ</u>	<u>662</u>	<u>\$ 49,798</u>
<u>406</u>	<u>6512</u>	<u>MDAB CMAQ</u>	<u>661</u>	<u>\$ 16,599</u>
<u>406</u>	<u>6512</u>	<u>Measure I-TMEE</u>	<u>i308</u>	<u>\$ 8,603</u>
<u>406</u>	<u>6508</u>	<u>SCAB CMAQ</u>	<u>662</u>	<u>\$ 41,830</u>
<u>406</u>	<u>6508</u>	<u>MDAB CMAQ</u>	<u>661</u>	<u>\$ 13,943</u>
<u>406</u>	<u>6508</u>	<u>Measure I-TMEE</u>	<u>i308</u>	<u>\$ 7,226</u>
<u>511</u>	<u>5553</u>	<u>SCAB CMAQ</u>	<u>662</u>	<u>\$ 331,988</u>
<u>511</u>	<u>5553</u>	<u>MDAB CMAQ</u>	<u>661</u>	<u>\$ 110,663</u>
<u>511</u>	<u>5553</u>	<u>Measure I-TMEE</u>	<u>i308</u>	<u>\$ 57,350</u>
Original Board Approved Contract Date: <u>6/3/09</u>		Contract Start: <u>07/01/09</u>	Contract End: <u>6/30/10</u>	
New Amend. Approval (Board) Date: _____		Amend. Start: _____	Amend. End: _____	

If this is a multi-year contract/amendment, please allocate budget authority among approved budget authority and future fiscal year(s)-unbudgeted obligations:

Approved Budget Authority →

Fiscal Year: 2009/10
\$ 1,900,500

Future Fiscal Year(s) –
Unbudgeted Obligation → \$ _____

Is this consistent with the adopted budget? Yes No
If yes, which Task includes budget authority? 40610000 and 51110000
If no, has the budget amendment been submitted? Yes No

CONTRACT MANAGEMENT

Please mark an "X" next to all that apply:

Intergovernmental Private Non-Local Local Partly Local

Disadvantaged Business Enterprise: No Yes _____%

Task Manager: **Michelle Kirkhoff**

Contract Manager: **Marla Modell**

Task Manager Signature
Michelle Kirkhoff

Date
5/12/09
5/13/09

Contract Manager Signature
Marla Modell

Date
5/13/09

Chief Financial Officer Signature

Date

Filename:

**AGREEMENT BETWEEN
SAN BERNARDINO ASSOCIATED GOVERNMENTS
AND
RIVERSIDE COUNTY TRANSPORTATION COMMISSION
FOR
IMPLEMENTATION OF SAN BERNARDINO COUNTY FISCAL YEAR
2009/2010 EMPLOYER AND COMMUTER
TRIP REDUCTION/RIDESHARE PROGRAMS**

THIS AGREEMENT ("Agreement") is entered into as of this 1st day of July 2009, in the State of California by and between SAN BERNARDINO ASSOCIATED GOVERNMENTS, referred to herein as "SANBAG," and the RIVERSIDE COUNTY TRANSPORTATION COMMISSION, referred to herein as "RCTC."

WHEREAS, SANBAG approved allocation of Measure I - Valley Traffic Management and Environmental Enhancement (TMEE) funds and Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy to Users (SAFE-TEA LU) Congestion Mitigation and Air Quality (CMAQ) funds, the allocation of SAFE-TEA LU (initially approved in October of 2005 by SANBAG board), to provide trip reduction services as well as incentives for the commuter programs; and,

WHEREAS, RCTC is a sub recipient of SANBAG SAFE-TEA LU funds, and shall adhere to the Catalog of Federal Domestic Assistance Title No. 20.205; and,

WHEREAS, SANBAG requires professional and consulting services with respect to the provision of commuter services and programs within San Bernardino County;

WHEREAS, RCTC has managed the bi-county Inland Empire Commuter Services program since November 3, 1993, as well as employer outreach and regional programs/services since July 1, 2002, and has the expertise and resources necessary to manage such services for SANBAG; and,

WHEREAS, the RCTC Commission and SANBAG Board approved a bi-county implementation of a 511 program and RCTC possesses the expertise and resources needed to develop, implement and maintain a service for the Inland Empire.

NOW, THEREFORE, the parties agree as follows:

A. Contract Services.

1. RCTC will administer, market, and implement a commuter services program in coordination with RCTC's commuter services program and in coordination with the regional ridesharing core services program in compliance with and as specified in the scope of work, Attachment "A," attached hereto and incorporated herein by reference.

2. RCTC shall provide program administration and oversight and assure that its consultants and/or staff performs its services within the budgets set forth in the scope of work, Attachment "A."

3. RCTC shall provide SANBAG with a monthly statistical report of progress relative to tasks identified in the scope of work, Attachment "A", to this Agreement and in such detail as may be approved by SANBAG.

B. Compensation.

1. It is understood that SANBAG funding for the program under this Agreement will not exceed one million nine hundred thousand, five hundred dollars and no cents (\$1,900,500.00) and is being provided from the following sources:

(a) One million six hundred and eighty-two thousand, five hundred and thirteen dollars and no cents (\$1,682,513.00) from CMAQ funds, and

(b) Two hundred and seventeen thousand, nine hundred and eighty-seven dollars and no cents (\$217,987.00) from San Bernardino County local ½ cent sales tax, Measure I-Valley Traffic Management and Environmental Enhancement (TMEE) funds.

2. RCTC shall follow all federal laws, regulations, as well as requirements imposed by SANBAG, as it pertains to the expenditure of SAFE-TEA LU funds as well as their subrecipient status. RCTC shall meet the Single Audit and Office of Management and Budget (OMB) Circular No. A-133 requirements for this fiscal year.

3. It is agreed that SANBAG Measure I - TMEE will reimburse RCTC for the cost of purchasing any items not reimbursable by CMAQ, and invoices submitted to SANBAG shall clearly delineate CMAQ non-reimbursable expenditures. It is agreed that in the event sufficient funds from the sources set forth in (a) and (b) above do not become available to SANBAG for this Agreement, SANBAG may immediately terminate this Agreement with written notice, but shall pay to RCTC from other sources any amounts required to cover RCTC's costs to the date of Agreement termination.

4. SANBAG shall pay RCTC on a cost-reimbursement basis, based upon invoices which delineate charges based on tasks identified in the scope of work, Attachment "A." All invoices shall be provided to SANBAG no more frequently than on a bi-monthly basis and no less than a quarterly basis.

5. SANBAG shall be fully responsible for obtaining cost reimbursements of CMAQ funds. SANBAG shall monitor RCTC, as necessary, to ensure that the SAFE-TEA LU funds are used for authorized purposes in compliance with laws, regulations, and the provision of the terms in this agreement, and that performance goals are achieved. RCTC shall provide to SANBAG its annual audit report and should there be any findings, RCTC shall ensure SANBAG that it has taken all appropriate and timely corrective action.

6. SANBAG shall review all billings submitted by RCTC for accuracy and process payment based thereon to RCTC in a timely manner.

7. RCTC shall maintain during the term of this Agreement and for three years thereafter accounting records which cover the receipt and disbursement of all funds provided for the programs administered and implemented under this Agreement. Such records shall be made available for inspection during normal business hours by duly authorized representatives of SANBAG, SANBAG's auditors, Caltrans, Federal Highway Administration, and the United States Department of Transportation, so that SANBAG can comply with the Single Audit Act and OMB Circular No. A-133.

C. Term.

1. This Agreement shall commence on July 1, 2009 and terminate on June 30, 2010, unless it is extended by a written amendment approved by the parties.

2. Either party may terminate this Agreement by giving thirty (30) days written notice to the other for no or any reason, including, but not limited to, changes in legislation, rules and regulations impacting trip reduction programs. SANBAG shall pay for any service provided up to the effective date of the termination.

3. The Executive Directors of both RCTC and SANBAG shall have the authority in their sole discretion to give notice of termination on behalf of their respective agencies.

D. Indemnification and Insurance.

1. (a) It is understood and agreed that neither RCTC nor any officer, official, employee, director, consultant, agent, or volunteer thereof is responsible for any damage or liability occurring by reasons of anything done or omitted to be done by SANBAG under or in connection with any work authority or jurisdiction delegated to SANBAG under this Agreement. It is understood and agreed that, pursuant to Government Code Section 895.4, SANBAG shall fully defend, indemnify and save harmless RCTC, and all its officers, employees, consultants and agents from all claims, suits or actions of every name, kind, and description brought for or on account of injury (as defined in Government Code Section 810.8) occurring by reason of anything done or omitted to be done by SANBAG under or in connection with any work, authority or jurisdiction delegated to SANBAG under this Agreement.

(b) It is understood and agreed that neither SANBAG nor any officer, official, employee, director, consultant, agent, or volunteer thereof is responsible for any damage or liability occurring by reasons of anything done or omitted to be done by RCTC under or in connection with any work authority or jurisdiction delegated to RCTC under this Agreement. It is understood and agreed that, pursuant to Government Code Section 895.4, RCTC shall fully defend, indemnify and save harmless SANBAG, and all its officers, employees, consultants and agents from all claims, suits or actions of every name, kind, and description brought for or on account of injury (as defined in Government Code Section 810.8) occurring by reason of anything done or omitted to be done by RCTC or its consultants under or in connection with any work, authority or jurisdiction delegated to RCTC under this Agreement.

2. Commercial General Liability Insurance. RCTC and its consultants shall maintain occurrence version commercial general liability insurance or equivalent form with a combined single limit of not less than \$1,000,000 per occurrence. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two times the occurrence limit. Such insurance shall:

(a) Name SANBAG, its officials, officers, employees, agents, and consultants as insured with respect to performance of Services. Such insured status shall contain no special limitations on the scope of its protection to the above-listed insured.

(b) Be primary with respect to any insurance or self insurance programs covering SANBAG, its officials, officers, employees, agents, and consultants.

(c) Contain standard separation of insured provisions.

3. Business Automobile Liability Insurance. RCTC and its consultants shall maintain business automobile liability insurance or equivalent form with a combined single limit of not less than \$1,000,000 per occurrence. Such insurance shall include coverage for owned, hired and non-owned automobiles.

4. Workers' Compensation Insurance. RCTC and its consultants shall maintain workers' compensation insurance with statutory limits and employers' liability insurance with limits of not less than \$1,000,000 per accident.

5. Certificates/Insurer Rating/Cancellation Notice.

(1) RCTC and its consultants, prior to commencement of the Services, shall furnish and require its subcontractors to furnish to SANBAG properly executed certificates of insurance, and certified copies of endorsements, and policies if requested by SANBAG, which shall clearly evidence all insurance required in this Section. RCTC and its consultants shall not allow such insurance to be canceled, allowed to expire or be materially reduced in coverage except on 30 days prior to written notice to SANBAG.

(2) RCTC shall maintain and shall require its consultants to maintain such insurance from the time the Services commence until the Services are completed, except as may be otherwise required by this Section.

(3) RCTC may legally self insure, but shall require its consultants to place insurance with insurers having an A.M. Best Company rating of no less than A: VIII and licensed to do business in California.

(4) RCTC and its consultants shall replace certificates, policies and endorsements for any insurance expiring prior to completion of the Services.

E. Rights of SANBAG and RCTC.

The Executive Directors of both SANBAG and RCTC shall have full authority to exercise their respective entity's rights under this contract.

F. Ownership of Materials/Confidentiality/Use of Data.

(1) Ownership. All materials and data, including data on magnetic media, prepared by RCTC under this Agreement shall become the common property of the RCTC and SANBAG. RCTC and SANBAG shall not be limited in any way in its use of such data at any time, provided that any such use not within the purposes intended by this Agreement shall be at the respective party's sole risk and provided that the other party shall be indemnified against any damages resulting from such use, including the release of this material to third parties for a use not intended by this Agreement. Neither party to this Agreement shall sell the data or other materials prepared under this Agreement without the written permission of both parties.

(2) Confidentiality. All ideas, memoranda, specifications, plans, procedures, drawings, descriptions, computer program data, input record data, written information, and other materials described in subsection (1) either created by or provided to RCTC in connection with the performance of this Agreement shall be held confidential by RCTC. Such materials shall not, without the prior written consent of SANBAG, be used by RCTC for any purposes other

than the performance of the Services. Nor shall such materials be disclosed to any person or entity not connected with the performance of the Services. Nothing furnished to RCTC that is otherwise known to RCTC or is generally known, or has become known, to the related industry shall be deemed confidential. RCTC shall not use SANBAG's name or insignia, photographs of the project, or any publicity pertaining to the Services in any magazine, trade paper, newspaper, television or radio production or other similar medium without the prior written consent of SANBAG.

(3) Use of Data. All data shall be provided to SANBAG in hard copy and electronic media. Data in electronic media shall be provided in a form that will allow SANBAG to use, access, and manipulate the data to prepare reports and perform other ridematching activities contemplated by this Agreement.

G. Independent Contractor. SANBAG retains RCTC on an independent contractor basis and RCTC and its consultants shall not be employees of SANBAG. The consultants and other personnel performing the Services under this Agreement on behalf of RCTC shall at all times be under RCTC's exclusive direction and control. RCTC shall pay all wages, salaries, and other amounts due its employees in connection with their performance of Services under this Agreement and as required by law. RCTC shall be responsible for all reports and obligations respecting such employees, including, but not limited to, social security taxes, income tax withholding, unemployment insurance, and workers' compensation insurance.

H. Attorneys' Fees and Costs. If any legal action is instituted to enforce or declare any party's rights hereunder, each party, including the prevailing party, must bear its own costs and attorneys' fees. This paragraph shall not apply to those costs and attorneys' fees directly arising from any third party legal action against a party hereto and payable under Paragraph 3E, Indemnification and Insurance.

I. Consent. Whenever consent or approval of any party is required under this Agreement, that party shall not unreasonably withhold nor delay such consent or approval.

IN WITNESS THEREOF, THE AUTHORIZED PARTIES HAVE BELOW SIGNED AND EXECUTED THE AGREEMENT ON THE EFFECTIVE DATE:

SAN BERNARDINO ASSOCIATED
GOVERNMENTS

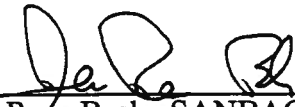
RIVERSIDE COUNTY
TRANSPORTATION COMMISSION

Gary C. Ovitt, President

Bob Magee, Chairman

APPROVED AS TO FORM FOR SANBAG

APPROVED AS TO FORM FOR RCTC



Jean-Rene Basle, SANBAG Counsel

Best, Best & Krieger, RCTC Counsel

**Scope of Work
San Bernardino Employer and Commuter Assistance Programs
Fiscal Year 2009-10**

Inland Empire Rideshare Services

Provide a variety of services to employers and commuters, who participate in trip reduction activities. Activities shall include, but not be limited to: RideGuide/survey services, employer technical assistance, promotions, RideGuide production, coordination/dissemination of surveys and resulting report analysis for target marketing, Rideshare Connection broadcast e-mails, CommuteSmart News, networking meetings and coordination with other rideshare agencies and service providers. Assist multi-site and multi-jurisdictional headquarters employers within the County as well as related worksites outside of the County. Oversee and maintain a regional website (CommuteSmart.info) and other regional products/outreach as assigned. Respond to inquiries generated from 511, 1-800-COMMUTE, 1-866-RIDESHARE, CommuteSmart.info, as well as direct referrals. Oversee and maintain a regional database of commuters, working with the five county transportation commission's (CTCs) throughout the region. Market the regional Guaranteed Ride Home Program to employers in San Bernardino County. Assist in the County's leased Park'N'Ride lot program. Conduct special projects and studies, as assigned.

Related Expenses (\$727,500):

Includes labor, office expenses, marketing materials, office equipment, computer programming, telephone and other direct expenses.

Goals:

1. Implementation of commuter assistance programs to approximately 380 regulated and non-regulated employer worksites in San Bernardino County, to assist in the development and implementation of trip reduction programs and for technical assistance.
2. Work with 90 employers on AVR/Transportation surveys and AVR calculations.
3. Maintain an accurate database of 60,000 active San Bernardino County commuter registrants, resulting from completed commuter surveys at 90 San Bernardino County employers.
4. Disseminate 16,000 RideGuides to San Bernardino County commuters at 380 worksites.
5. Provide assistance to five multisite/multijurisdictional headquarters located in San Bernardino County representing 21 worksites in San Bernardino, Riverside, as well as Los Angeles and Orange counties.
6. Develop and implement three employer transportation network meetings, one promotional marketing campaign at San Bernardino employer worksites, and other events.
7. Produce and disseminate other regional marketing materials, as standalone campaigns within the Inland Empire or regional campaigns in coordination with the five CTCs.
8. Broadcast 14 Rideshare Connection e-mails to San Bernardino County employers.
9. For the two-county area, respond to 4,000 inquires/calls from commuters who work or reside in San Bernardino or Riverside counties, via 1-866-RIDESHARE, 1-800-COMMUTE, CommuteSmart.info, 511, direct referrals and other internet sources. Of these 4,000 inquiries,

1,200 RideGuides will be generated. In addition, 700 Inland residents will register in the database via the www.CommuteSmart.info and the 511 website.

Rideshare Incentive Programs

Option Rideshare offers San Bernardino County residents who commute to work, up to \$2 a day (in local merchant gift cards) for each day they participate in a rideshare mode, during a three-month period. The Vanpool Incentive Program provides up to \$1,800 over nine months in discounted vanpool fares. Team Ride provides ongoing ridesharers who reside in San Bernardino County a discount membership card to over 450 restaurants, as well as entertainment venues throughout the southland.

Related Expenses (\$673,000):

Includes labor, office expenses, marketing materials, office equipment, computer programming, telephone, direct commuter incentives (gift cards/ subsidies) and other direct expenses.

Goals:

1. The Option Rideshare program will enlist 1,500 County residents, who commute to work to 170 employers in Southern California. These participants on average have a one-way commute distance of 27.59 miles and the goal is to reduce 150,000 one way vehicle trips from the roadways.
2. Team Ride registrants will consist of 7,600 members by the end of December 2009, when the program is at its highest membership. Members will work at employment sites from 380 employers throughout Southern California.

Development and Implementation of a 511 Phone/Web Program

Develop and implement a comprehensive 511 telephone and web based program, which will provide traveler information and commute alternatives to the Inland Empire resident and motorist. The baseline telephone system will serve customers dialing from all land lines and all cellular calls within the county boundaries of the Inland Empire, as well as website. Phone services provided include a traffic interactive voice recognition (IVR), a transit IVR which routes callers to transit provider operated call centers, rideshare information routes callers to a RCTC/SANBAG operated call center and other recordings or transfers to other public service providers. The website will provide similar services that are available on the phone system, as well as on-line, multi-modal transit/rail trip planning, rideshare counseling, ridematching services, regionwide traffic maps with comprehensive information from Caltrans and the California Highway Patrol with a Google Map interface and a rideshare benefits calculators for employers and individuals. Market and promote the program, in coordination with any Los Angeles 511 outreach and marketing.

Related Expenses (\$500,000):

Includes labor, office expenses, marketing and promotional materials, consulting fees, office equipment, computer programming, hardware and software, telephone and other direct expenses.

Goals:

1. By October 1, 2009, develop and implement a robust phone and web 511 system.
2. Upon implementation, manage and operate the system which will be available to commuters 24 hours a day, 7 days per week, 365 days per year.
3. Phone system will provide assistance to 7,200 callers upon launch per month, and may reach 16,000 callers per month after outreach/promotion. The system will have the capacity to handle 100,000 concurrent callers.
5. Assure interoperability with neighboring systems, including Los Angeles, Orange, Ventura, Kern and San Diego Counties, as well as Arizona and Nevada 511 systems.
4. Website will realize at startup 1,500 visitors per month, with up to 6,400 visitors per month by the end of the year after outreach/promotions. Website will be able to handle 100,000 concurrent users.
5. Marketing/outreach during launch as well as throughout the fiscal year, to enhance/supplement marketing provided by Los Angeles 511.
6. Conduct periodic surveys to determine program use, effectiveness and customer satisfaction.
7. Work with Caltrans to establish 511 signage on the Inland Empire highways and freeways.

Riverside County Transportation Commission
REGIONAL RIDEMATCH DATABASE SERVICES
FY 09/10 SCOPE OF WORK

Manage the regional ridematch database system and parallel school database system on behalf of and in partnership with the County Transportation Commission's (CTC's). Each database will be secured from tampering yet accessible to users needs with timely and accurate software. Monitor and maintain the performance of the hardware and connectivity software of the regional ridematch wide area network, and ridematching website. Maintenance of the ridematching and school software will be coordinated with the software vendor, Trapeze, and their designated product support staff. Monitor system performance to ensure that quality and throughput are optimum and that system integrity is maintained.

Task 1: Coordinate software and database maintenance and installation of enhancements. Work with CTC staffs to identify needs or program refinements on an annual basis, including AVR Program refinements as required by the SCAQMD and/or VCAPCD. Work with Trapeze staff to develop programs to satisfy identified needs, and to install and test them. Install periodic updates from vendor. Monitor the system and augment security and data access controls as needed to maintain the confidentiality of information. Commutesmart.info web updates and Commutesmart News deployment. Task includes travel expense for four visits per year to each CTC office, if necessary, and annual license maintenance fees.

Products:

- Review RidePro error logs on a daily basis, assess error messages to determine next steps, take action with the appropriate entities (i.e., internal action, CTC's or RidePro product support staff) to secure resolution of issues.
- Install product updates and enhancements including customized programming authorized by CTC's. Provide testing of new programs and enhancements to ensure that programs are functioning correctly and that any program compatibility issues are resolved.
- Maintain annual Wish List of programming needs and coordinate programming, installation and testing with Trapeze staff.
- Monitor performance of the servers, routers and switches to ensure system is operating at peak performance.
- Report any system downtime to CTC's.
- Up to four visits per year to each CTC location for system maintenance

Task 2: Maintain the address geo-coding database for translation of street addresses and intersections into geographic references for ridematching, mapping, and other geographic referential products.

Products:

- Coordinate annual updates of digital base maps with CTC's and Trapeze.
- Identify and resolve any discrepancies in digital base maps in response to geocoding anomalies.

Task 3: Maintain computer software (i.e., RidePro administrative tracking, CommuteSmart use tracking/reporting) to accurately and concisely track rideshare database activities and services for reporting to CTC's.

Product:

- Quarterly rideshare database report including website activity.

Task 4: Provide technical and help desk support services to CTC staffs. Provide assistance with troubleshooting of problems related to functionality of software and/or wide area network connectivity. Operate a telephone connection for direct contact with the Help Desk. Provide training or instructional materials on new programs and functions within the RidePro and AVR databases to CTC staffs.

Products:

- Respond daily to on-line and telephone technical inquires and trouble reports.
- Assess source of reported problems, determine appropriate actions, and facilitate resolution by appropriate staff.
- Prepare and distribute quarterly summary of reported problems and actions taken.
- Provide "help" information as needed to all users.
- Operate a special Help Desk telephone "hot line" for assistance requests.

Task 5: Manage and coordinate the regional rideshare database system in partnership with the CTC's to ensure the effective delivery of ridematching services to employers, TMA's and commuters of the five county region.

Products:

- Facilitate collective policy decisions relating to operational and procedural functionality of the system.
- Provide liaison between the CTC's and the SCAQMD for maintenance and required updates to the AVR functions of the databases.
- Coordinate with CTC technical staffs regarding hardware specifications and conformity.
- Provide liaison between CTC's and Trapeze product support staff.
- Monthly Rideshare Services Report of regional ridematching activity.

Task 6:

A. Operating Equipment

Maintain computer system hardware, consistent with the specifications provided by Trapeze Software and agreed to by the CTC's, to accommodate the regional rideshare database, and the implementation and operation of the Wide Area Network. Repair or replace hardware items as needed.

Product:

- Periodic hardware and software maintenance of Database Servers, Storage Area Network, two Citrix Terminal Services Servers for remote access, Web Server, Job Process Server, workstation for network administration, and various routers and switches as needed

B. Network Connectivity

Maintain the configuration of T3, Frame Relay, and other bandwidth connection to efficiently operate the Wide Area Network.

Products:

- Monitor and troubleshoot operation of T3 Line for Ridematching Website access and for access to Terminal Services Server
- Monitor and troubleshoot access lines to ensure operational integrity and security. On-going analysis of capacity issues and recommendations for additions or improvements.