

Toll Division Consultant Quarterly Report

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Legislative Request:

As required ESSB 5024, Section 209 (8), the following is the quarterly report to the governor and the transportation committees of the legislature on the use of consultants in the tolling **B** program. The report includes the name of all consultants, the scope of work, the type of contract, timeliness, and deliverables and any new task orders and extensions added to the consulting contracts during the quarter reported.

Terms Defined:

For the purpose of this report the requested items were interpreted to mean the following:

Consultant: a contractor providing personal services to the Toll Division of WSDOT.

Scope of work: a general description of the contracted services.

New Task Orders During Quarter	Extensions or Amendments During Quarter
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Type of contract: contract categorization according to the Washington State Department of Enterprise Services (DES).

Timeliness: the status of task activity during the quarter.

Deliverables: a list of work products delivered during the quarter.

New task orders and extensions: any new task orders, amendments or extensions executed during the quarter.

Summary Report:

The Toll Division’s 2013-15 Biennium Budget is \$62,688,000. The following is a summary of the Toll Division’s consultant contracts, amendments or extensions executed during the quarter ended 9/30/13 totaling \$1,520,020 -- or 2.42% -- of the overall budget.

Consultant Name	Contract #	Title	Value	Title	Value
Jacob's Engineering, Inc.	Y-11038-AL-07			Toll Operations Support	\$1,103,924
	Y-11038-BB-00	Policy & Planning	\$100,000		
	Y-11038-BC-00	Data & Reporting	\$40,000		
	Y-11038-BD-00	Statewide Communications Support	\$50,000		
	Y-11038-BF-00	Good 2 Go! WSF Integration Support	\$63,916		
CDM Smith	Y-10942-AA-4			Traffic Engineer Retainer-SR 16 Tacoma Narrows Bridge	\$123,819
	Y-10942-AB-3			Traffic Engineer Retainer- SR 167 HOT Lanes	\$38,361

Consultant Details for Jacobs Engineering, Inc.:

Contract Type: Personal services

Scope Summary: A broad spectrum of management and technical services via and integrated toll management team, including a co-located staff, as well as offsite services as needed.

Timeliness: Current expiration is June 30, 2015

Deliverables: Primary focus is to provide core resource staff for technical, policy, and operations support to the Toll Division. Deliverables as requested by the state.

New Task Order Scope and Value:

Task Name	Task Description	Task Work Order	Task Value
Y-11038-BB-00	Policy & Planning	TF0022	\$100,000
Y-11038-BC-00	Data & Reporting	TF0022	\$40,000
Y-11038-BD-00	Statewide Communication Support	TF0022	\$50,000
Y-11038-BF-00	Good 2 Go! WSF Integration Support	TF0008	\$63,916

Task Y-11038-BB-00

Scope Summary Policy and Planning: There are many key work elements that make up Task Order BB. Under this task Jacobs shall provide the Toll Division with assistance in developing consistent toll policies for the current and future projects. Elements of this task include: supporting the State with the Washington State Transportation Commission; assisting with the rate setting process for current and

future toll facilities; providing resources and support for development and coordination of traffic and revenue modeling, gross and net revenue and expense estimating and reporting; assisting the State with quarterly and annual evaluations and documentation of cost of collection; and providing standard operating procedure development and documentation.

Timeliness: Contract window: 7/1/13 through 9/30/13 – This task order amendment has only partially funded 3 of the projected 24 months of support. WSDOT will determine necessary deliverables based on priority within the project schedule. Currently all tasks are on time and on budget.

Deliverables: Level of effort contract provides approximately 4 full-time equivalents of staff support. Deliverables for this quarter include various Washington State Transportation Commission Presentations, Policy Research, Toll Division standard operating procedures, and planning for upcoming rate setting cycles.

Task Y-11038-BC-00

Scope Summary Data and Reporting: Task AL previously addressed a smaller level of Data and Reporting requests. Task BC will centralize the Data and Reporting and provide consistent ongoing support for queries, reporting and tracking within the CSC System data structure and data bases.

The State has contracted with a vendor to provide Customer Service Center Operations and Systems. The CSC system provided includes complex transaction processing models which result in complex databases and data structure. The State requires routine and ad-hoc reports which go beyond the reporting requirements of the CSC vendor contract. Jacobs provides experienced staff who works with the State and the CSC vendor to develop the detailed system knowledge to build tools for future data query and reporting requests. Jacobs will utilize Lean principles along with business intelligence research to facilitate root cause analysis in order to improve system reliability and data reporting costs.

Timeliness: Contract window: 7/1/13 through 9/30/13 – This task order amendment has only partially funded 3 of the projected 24 months of support. WSDOT will determine necessary deliverables based on priority within the project schedule.

Deliverables: Level of effort contract provides approximately 1.5 FTE's of support. Deliverables for this period include 10 monthly-cycle Reports along with approximately 15 reports via ad hoc requests.

Task Y-11038-BD-00

Scope Summary Statewide Communication Support: Jacobs shall work with the State on overall Toll Division communications and external affairs, as well as development, implementation and evaluation of communications strategies for current and future toll projects.

Timeliness: Contract window: 7/1/13 through 9/30/13 – This task order amendment has only partially funded 3 of the projected 24 months of support. WSDOT will determine necessary deliverables based on priority within the project schedule.

Deliverables: Level of effort contract provides approximately 3 FTE's of support and currently focuses on the marketing and communication needs for the 405 corridor.

Task Y-11038-BF-00

Scope Summary Good 2 Go! WSF Integration Support Phase I: As part of the integrated toll management team Jacobs provides experienced staff to support the Toll Division to complete the first phase of the report by gathering data and developing an outline. The *Good To Go!*/ Washington State Ferries Integration Study shall evaluate the feasibility of creating a single account-based system for toll road and ferry users. The evaluation will consider current infrastructure, technologies, policy and business rules, staffing and facilities; and forecast elements that would support or impede the ability to integrate toll and ferry customer service center operations.

Timeliness: Contract window: 8/1/13 through 2/28/14 –This is currently partially funded.

Deliverables: Level of effort contract provides approximately 1 FTE of support, Jacobs will provide the Phase I work plan, information gathering, gap analysis and outline deliverables on time. Phase II funding will include the Draft and Final Reports.

Extensions and Amendments Scope and Value:

Task Number	Task Name	Task Work Order	Task Value
Y-11038-AL-07	Toll Operations Support	TF0025	\$1,103,924

Extension/Time or Budget Amendment:

Y-11038-AL-07

Scope Summary: Toll Operation Support - There are four key work elements that make up Task Order AL and amendment AL-07 continues the Operations support through 2015. Jacobs shall provide engineering support to operate, maintain, upgrade and install toll equipment to the corridors. Jacobs shall provide experienced customer service personnel on an on-going basis to support State Project Managers with Customer Service Center vendor oversight. Jacobs shall assist in operations related research and analysis of WAC and business rule development and approval. General operations coordination/management will also be provided between communications groups, development groups and toll division leadership.

Timeliness: Contract window: 7/1/13 through 6/30/15 – All deliverables are currently on track per schedule.

Deliverables: Level of effort contract provides approximately 5 FTE's of support

Consultant Details for CDM Smith:

Contract Type: Personal Services

Scope Summary: Quarterly updates of traffic and revenue forecasts and evaluation of proposed toll rate modifications for Tacoma Narrows Bridge

Timeliness: Current expiration is June 30, 2014.

Deliverables: Providing Traffic and Revenue Quarterly Updates for SR167 and Tacoma Narrows Bridge facilities.

Extensions and Amendments Scope and Value:

Task Number	Task Name	Task Work Order	Task Value
Y-10942-AA-4	FY 2011 Traffic Engineer Retainer Services for SR 16 Tacoma Narrows Bridge	None	\$123,819
Y-10942-AB-3	FY 2011 Traffic Engineer Retainer Services – SR 167 HOT Lanes	None	\$38,361

Extension/Time or Budget Amendment:

Y-10942-AA-4

Scope Summary: Task Order AA, FY 2011 Traffic Engineer Retainer Services for the SR 16 Tacoma Narrows Bridge, includes four key elements:

- Quarterly updates to traffic and revenue forecasts for the Tacoma Narrows Bridge;
- Ad-hoc requests – evaluate proposed toll rate modifications and alternative tolling approaches;
- Support State’s econometric modeling for TNB;
- Review and present current traffic and revenue forecasting process, and propose possible model enhancements.

Timeliness: Contract window 7/1/13 through 6/30/2014 – All deliverables are currently on track per schedule.

Deliverables: Quarterly updates in September 2013, November 2013, February 2014 and June 2014; and analysis of proposed toll rate modifications as requested.

Y-10942-AB-3

Scope Summary: Task Order AB, FY 2011 Traffic Engineer Retainer Services for the SR 167 HOT Lanes, includes quarterly updates to traffic and revenue forecasts for the SR 167 HOT Lanes.

Timeliness: Contract window 7/1/13 through 6/30/2014 – All deliverables are currently on track per schedule.

Deliverables: Quarterly updates in September 2013, November 2013, February 2014 and June 2014.