



Los Angeles County Motorist Aid and Traveler Information System (MATIS)

What is MATIS

- Call Center
- Metro FSP Fleet Monitoring System
- 511 Traveler Information System

Call Center

- Operates 24x7
- Replaces the current contracted call box and #399 call center
- Support call box, #399 and 511 operator assisted calls.
- Proposed to be operational within 6 months from contract award.
- Call volume is not projected to exceed 100,000 per month (based on 25,000 call box and #399 calls and 75,000 operator assisted 511 calls).
- Call activity will be monitored and solutions developed to improve call performance and automate calls.

FSP Fleet Monitoring

- Provides fleet monitoring over all FSP operational hours (6 a.m. – 7 p.m. weekdays; 10 a.m. – 6 p.m. weekends) for over 150 FSP vehicles
- Provides improved capabilities to update FSP fleet characteristics and status.
- Enables future improvements to FSP operations.
- Will be operational within 6 months from contract award.

511 – Traveler Information System



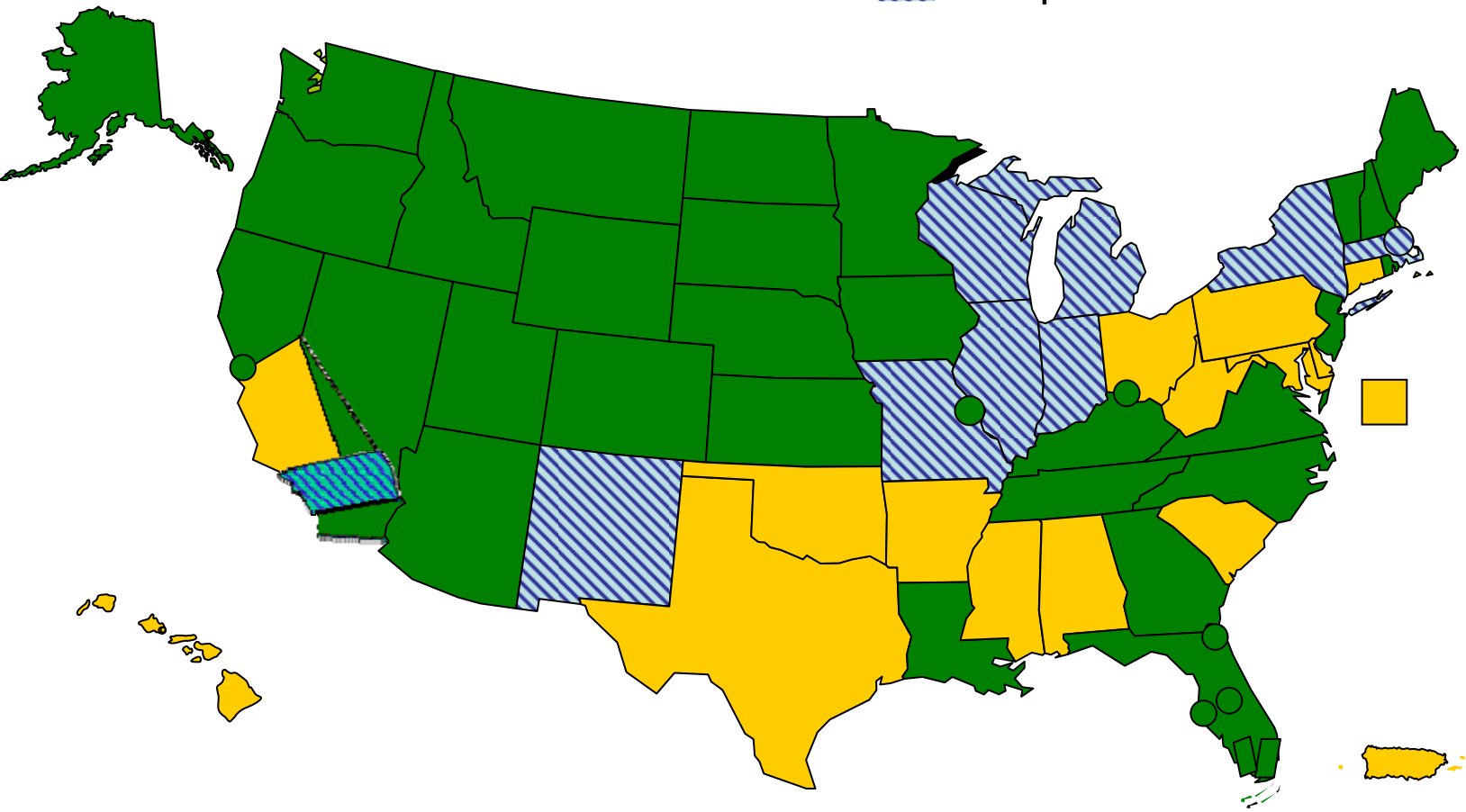
- 511 is designated as the National Traveler Information number.
- There are 38 distinct 511 programs providing service to over 40% of the national population.
- 511 will be a service that will provide freeway, transit, rideshare, airport, general emergency and other traveler related information.
- 511 is targeted for deployment in mid-2008 and will ensure Los Angeles complies with the section 5306 of SAFETEA-LU

511 Deployment Status

as of September 4, 2007

 = 511 Operational ("Live")

 = Expected "Live" in 2008



Benefits of MATIS/511 for LA

- Provides an easy to remember/use number for traveler information that is consistent nationwide
- Helps mitigate the effects of traffic and congestion by helping travelers make better decisions on travel routes and modes
- Provides a consistent and reliable way to disseminate traveler information to the public
- Meets the requirements of SAFETEA-LU
- Provides a base for a regional 511 system, other counties can participated on their own schedule
- Complements the 511 operations in the Bay Area and San Diego

Contract Information

- The MATIS contract is comprised of both fixed price and fixed unit rate elements.
- The MATIS Development and Fleet Monitoring System are fixed priced elements.
- The call center and 511 services are fixed unit rate elements.
- The Contract term consist of a 6-year base and two 2-year options, which are exercisable solely at SAFE's discretion.

Contract Information

- The recommended contract authorization amount of \$34 million is inclusive of:
 - The 6-year base and two 2-year options;
 - A revenue guarantee of \$8 million;
 - A 10% contract modification authority;
- The contract anticipates:
 - Up to 100,000 operator assisted call center calls/month;
 - 511 IVR calls starting at 400,000 calls/month and increasing by 5% each year
 - 511 web usage starting at 100,000 page hits/hour and increasing by 5% each year

Impact of Increased Usage

- If call center call volume increases above the project 100,000 calls/month the impact will be additional costs at a fixed cost per call.
- If the 511 IVR volume is greater than projected the impact will consist of some infrastructure costs and on-going costs per call. The on-going per call IVR costs are much less than the call center live operator cost per call.
- If the 511 web volume is greater than projected the impact will consist of some infrastructure costs and minor on-going costs.