

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 180904-126

WHEREAS, The San Francisco Municipal Transportation Agency (SFMTA) piloted the existing real-time information system in 1999 and entered into a contract in 2001 for systemwide service with NextBus, now a subsidiary of Cubic; and,

WHEREAS, The existing system is currently nearing the end of its useful life, and its vendor no longer supports rising customer needs; and,

WHEREAS, There have been many changes in transportation and technology since 2001, including on-demand, mobile app-based forms of transportation; and,


WHEREAS, The Next Generation Customer Information System aims to grow transit ridership through improved vehicle predictions; modernized and expanded signage; information about transfers, transit alternatives, real-time service changes, vehicle occupancy, and accessibility; and enhanced data analytics to understand customer preferences and improve service and operational planning; and,

WHEREAS, The SFMTA proposes to solicit proposals from firms that can deliver a complete Next Generation Customer Information System that satisfies these requirements with the purpose of selecting the most qualified bidder whose proposal represents the best value to the SFMTA; and,

WHEREAS, Due to the potential value and term of the proposed agreement, it is subject to Board of Supervisors' approval under Charter section 9.118; now, therefore, be it

RESOLVED, That the SFMTA Board of Directors authorizes the Director of Transportation to issue a Request for Proposals for SFMTA Contract No. 2019-01: Next Generation Customer Information System, and to negotiate a contract for these services with the highest-ranked proposer for a six-year initial term that includes an installation period plus five years of operations commencing on May 1, 2019, or later, with the option to extend for up to two five-year terms for a total term not to exceed sixteen years, subject to the approval of the San Francisco Board of Supervisors.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of September 4, 2018.

  
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Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency