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Customer Services, Operations, and Safety Committee

Board Information Item V-D

November 6, 2008

SmarTrip® Program Update

Board Action/Information Summary

○Action ⦿Information	MEAD Number:	Resolution: ○Yes ⦿No

TITLE:

SmarTrip® Update

PURPOSE:

To provide the Board of Directors with a SmarTrip® program update.

DESCRIPTION:

In response to the concerns raised by the Board of Directors about the SmarTrip® program, the General Manager has implemented a series of reforms aimed at prioritizing and accelerating the performance of the program.

This program update will provide the Customer Service, Operations and Safety Committee an overview of recent activities. The update will also include recent contract actions, highlight the timing for the implementation of key customer service enhancements, and ensure that the Board is aware of key contractual milestones.

FUNDING IMPACT:

This update does not impact funding.

RECOMMENDATION:

While there is no recommendation for this update, staff will return to the Board for procurement initiation.
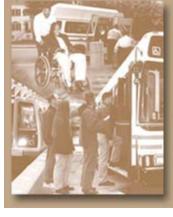
SmarTrip® Program Update

Presented to the Board of Directors:

Customer Service Operations and Safety Committee

November 6, 2008

Current Status

Action	Date
Independent assessment completed	May '08
SmarTrip® Office established	July '08
Negotiated Cubic contract modification	July '08
Technical consultant contract approved	Oct '08
Identify milestones and interdependencies	Nov '08
Establishing integrated project schedule	Nov '08
Consultant support for credit card payment options	Nov '08

Key SmarTrip® Regional Customer Service Enhancements

Point of Sale Devices (Apr '08 - Aug '09)

(Expand available locations to load value to SmarTrip® card)

Pass Products (Sept '09)

(Stores Regional and/or Agency specific transit passes on SmarTrip® card)

Self Service Website (Sept '09)

(View transactions and register for other point-of-service features)

Auto Load (Dec '09)

(Automatically add value or renew passes at the gate or bus farebox)

Account Link (Dec '09)

(Separates transit and parking benefits - IRS Rule)

Key SmarTrip®
Contractual Milestones

Key Milestones	Date
1. CUBIC Notice to Proceed	07-Nov-08
2. ERG Notice to Proceed	21-Nov-08
3. Cubic Delivery of Database Schema	17-Dec-08
4. Cubic Delivery of NextFare Bus Hotlist and Passes software	18-Dec-08
5. WMATA Complete Lab Testing of Hotlist and Pass on Bus	13-Feb-09
6. ERG Complete Development of Clearing/Settlement via ODBC	05-Mar-09
7. Cubic Delivery of NextFare Rail Software	29-Apr-09
8. WMATA Complete Lab Testing of Full Bus System (i.e., Hotlist, Passes, Account Link, Auto Load)	18-Jun-09
9. WMATA Completes Rail Lab Testing	5-Aug-09
10. ERG Completion of Point of Sale Device Deployment	28-Aug-09
11. ERG Completion of Website Development	10-Sep-09
12. Full Rail System Installed and Operational (IRS ready)	1-Dec-09
13. Final System Acceptance and Punch List Complete	30-Mar-10

Path Moving Forward for an Open Payment System

Action	Date
Modify SmarTrip® consultant contract to develop technical specifications and review submissions for open payment options	Nov '08
Define WMATA Scope of Work	Dec '08
Issue Request for Proposals (RFP)	Dec '08
Receive Phase 1 RFP responses	Jan '09